


Ontario and You

CA20NSM15
-72059



Ontario





Digitized by the Internet Archive
in 2022 with funding from
University of Toronto

<https://archive.org/details/31761114703366>

*Ontario. Citizenship Branch.
[General Publications]
[G-4]*

Ontario and You

Government
Publications

*CA20NSM15
-72059*

An Information Book for
Newcomers to Ontario

Text by Edith Ferguson
Illustrations by Ken Gray

Ministry of Community and Social Services
Community Services Division
Citizenship Branch

Honourable Rene Brunelle
Minister

T. Eberlee
Deputy Minister

Published by the Ministry of Community and Social Services
Printed by J. C. Thatcher
Queen's Printer for Ontario

Table of Contents

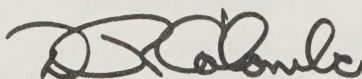
Getting Settled	page 4
Information and Assistance	14
Employment	20
Language and Citizenship Classes	36
Education	40
Health Services	50
Social Services	58
Map of Ontario	64/65
Housing	72
Managing Your Money	80
The Law in Ontario	90
Driving A Car	98
Becoming a Canadian Citizen	106
Map of Canada	109
Special Government Programs for Immigrants	116
Appendix — weights and measures, currency, time, statutory holidays	124

Foreword

Ontario and You has been prepared for newcomers to Ontario by the Citizenship Branch as a home reference book and textbook in orientation classes.

The information in Ontario and You was compiled in consultation with the federal, provincial, municipal and private agencies mentioned throughout this book. Individuals and agencies working with immigrants and members of various ethnic groups were also very helpful.

Ontario and You was printed in July, 1973. Changes in legislation and in the programs of private agencies occur periodically, making it advisable to contact government ministries or the agencies for additional information.

A handwritten signature in dark ink, appearing to read 'D. R. Colombo', with a stylized, cursive script.

D. R. Colombo
Director, Citizenship Branch

For additional copies of "Ontario and You" write or telephone: Citizenship Branch, Ministry of Community and Social Services, Hearst Block, 5th Floor, 900 Bay Street, Toronto, Ontario. Telephone: 965-1192

GETTING SETTLED

Health Insurance	page 5
Finding Your Way Around	6
At Work	6
Your Neighbours	6
Canadian Friends	7
Shopping	7
Care of Children	8
Youth	8
Women	9
Family Occasions	9
Births	9
Marriages	9
Funerals	10
Family Problems	10
Religion	11
Recreation	11
Getting to Know Ontario	12

GETTING SETTLED

Welcome to Ontario.

It is hoped the information in this book will be helpful to you as you take up life in a new country. If you have relatives or friends already here this can be a great help. If not, you will have to learn from others how to find your way around, what services are available and how to use them.

It is not possible, in this amount of space, to include all the information every immigrant will need nor to describe all the services available to him. An attempt has been made to deal with matters causing greatest difficulty for immigrants and to direct you to persons and organizations which can give you further assistance.

Every country has habits and customs of its own which are different from those of other countries. You are free to follow your own habits, customs and traditions but some patterns have been set by people who came before you and who set up such things as community services. You will find it useful to understand these, and to adjust to them. Native-born Canadians are also changing their way of life and finding it necessary to adjust to the living patterns of the many immigrants arriving in the country.

Health Insurance

It is important that you apply for health insurance immediately. See page 51 for details.



Finding Your Way Around

If you are in a city you can likely buy a map to help you find your way around. Maps are usually available free or for a small charge at service stations (garages) where gasoline for automobiles is sold.

In cities and towns you can buy maps and street guides in bookshops or shops where they sell magazines. Do not hesitate to ask directions from persons on the street or from a policeman, who is quite used to being asked for this kind of help.

At Work

Some immigrants find the work pace faster in Canada than in their own countries. It may be necessary to get accustomed to different working hours and different work methods. Office workers usually work five days a week, Monday to Friday, from 9:00 a.m. to 5:00 p.m., except Government offices which usually open at 8:15 a.m. or 8:30 a.m. and close at 4:30 or 4:45 p.m. Factory workers usually go to work earlier and return earlier than office workers but the hours vary. Some factories operate on two or three eight-hour shifts.

Persons who have worked in a supervisory capacity before coming to Canada are sometimes surprised to find that persons here do not wait on or give as much attention to supervisors.

If you have acquired university degrees in a country where few people have them, you will find that these degrees in themselves will not necessarily give you status in Canada. Higher education is easier to get here than in some parts of the world and therefore more common.

Persons working together, instead of addressing each other as Mr. Smith, Mrs. Brown or Miss Jones, as they used to do, now often call each other by their first names. Sometimes supervisors and directors are called by their first names, but usually not. Watch to see what the practice is or ask someone working near you.

Your Neighbours

You may live in a neighbourhood where all the people belong to your group and speak your language or you may find yourself on a street where there are people of many nationalities who find it hard to talk to each other because they have no common language.

If you live in a house you are likely to meet your neighbours in the driveway or in the garden. Children quickly make friends with neighbours' children. If you live in a high-rise apartment it may take a long time to get acquainted unless you have a tenants' association or some recreation facilities where you meet, such as a swimming pool or a recreation room.

Neighbours often share driveways between houses and have to consider each other in using these driveways. In winter, owners of houses must keep the walks into their houses clear of snow. In most cities there is a bylaw which makes it compulsory for them to keep the sidewalk in front of their house free of snow as well. Garbage must be wrapped before being put in cans or approved bags to be picked up.

Canadian Friends

You may have trouble getting acquainted in a large city and people may not seem friendly. Remember that many of the other people in the city are strangers like you. Some are immigrants and some are native-born Canadians who have moved into the city from other parts of Canada. This is a growing, changing country and it is estimated that the average family moves once every four years.

When you make friends in Canada you and they may have to adjust to each other's habits and customs. For instance, immigrants from some countries will not be used to the custom of shaking hands. There are no firm rules about the practice and no need to worry about it. When someone else offers a hand you can always accept it.

Canadian acquaintances get on a first-name basis quickly, particularly the younger people. Older people are less accustomed to this practice. For some of you to whom the custom of using first names, even between husbands and wives, is a mark of disrespect, this practice may be shocking. You will still hear others using the titles of Mr., Mrs. and Miss until you become acquainted with them, and you can do the same if you feel more comfortable. An unmarried woman retains the title of Miss and is not called Mrs. when she becomes an adult as she is in some countries.

Canadians entertain in their homes more than in public places. Meals are served at different times in different countries. When giving an invitation to your home or receiving an invitation from someone of a different nationality it is always wise to make sure the invitation is clear so that guests will know whether they are invited for a meal or light refreshments.

Many Canadians have lunch at noon and dinner in the evening around 6:00 or 6:30 p.m., but others, particularly in villages and small towns have dinner at noon. When dinner is at noon, the lighter evening meal is called supper. In the cities Sunday dinner is often at noon.

When Canadians entertain in the evening they may serve drinks when guests arrive but food is often not served until later in the evening. Canadians are not likely to take flowers, candy or some other gift to a hostess unless they are staying over night or for a weekend, but it is done occasionally, and is growing more common.

Shopping

Shops or stores are open from 9:00 a.m. to 6:00 p.m. but small neighbourhood groceries and drugstores may open earlier to serve persons before they go to work. Some stores stay open on Thursday and Friday evenings. On Sunday most stores are closed with the exception of small neighbourhood shops which sell bread, milk, other foods and cigarettes. These are often open Sundays and every evening until 11:00 p.m.

Many newcomers will not be used to large shopping plazas where many stores are placed close together, sometimes under one roof, to make shopping easier. They may not have shopped before in a supermarket, a very large store selling a wide variety of food and household articles, where customers serve themselves and pay for their purchases at the exit when they leave.

Canadians buy a great deal of packaged goods. Food comes in different-sized packages of different weights and different prices and it is very hard to know which is most economical. Canadian women, through the Consumers Association of Canada (see page 80), have been protesting to government about this and asking for laws which would force manufacturers to use standard sizes and weights.

In most drugstores you can buy not only drugs but candy, ice cream, camera film, cosmetics and a variety of other small articles.

The sale of alcoholic beverages is strictly controlled and sold by the bottle in special stores operated by government, or licensed hotels, restaurants and bars by the drink.

Clothing sizes may be different from those you know. Canadians buy much ready-made clothing because it is cheaper than having clothes made. Some women do their own sewing.

Care of Children

Mothers as well as fathers may have to go to work if the family income is small. Some women go to work because they enjoy it. If no day nursery or relative is near to care for small children it may be hard to find a suitable person to do this. The children's welfare must be carefully considered and measured against the need for extra money.

Persons who have lived in villages may not realize it is much less safe to leave children alone in the city than in a village where all the neighbours know them and protect them. Laws for the protection of children are fairly strict in Ontario and require that children always be in charge of a competent person. Children's Aid Societies which have responsibility for the protection of children consider children to be neglected if they are left alone in a house or apartment at night. (See Children's Aid Societies page 60).

Many Canadian parents pay a babysitter to stay with their children when they go out at night. Parents should be certain that the babysitter is a reliable person known by them or recommended to them. Teenagers should babysit only for neighbours or persons well known to their parents and should not go home alone late at night.

Youth

Young people in Canada have a great deal more freedom than their parents had and much more than young people in some other countries. This is a matter of great concern to many parents, both immigrant and native-born Canadian.

Because money has been more plentiful than ever before, parents have given their children more money to spend and have provided them with more luxuries. Consequently children expect more. There is much less supervision over teenaged young people than there used to be. Boys and girls go out in the evening without supervision, sometimes with members of their own sex, sometimes in couples. The custom of dating or going out in couples together is unknown to some immigrants. Sometimes dating leads to marriage. Sometimes

it is a casual arrangement. A boy or a girl may date a number of different persons before deciding on marriage.

Both boys and girls go to school longer to prepare for trades and professions because there is less unskilled work than there used to be. They learn a great deal from TV, radio, and books and are better informed than young people have ever been.

In every generation some parents disapprove of their children's way of life but it is generally felt that today is not an easy time to bring up children. Parents need to make themselves acquainted with the community around them in order to have a better understanding of the lives their children live outside the home.

Women

In Canada girls usually work before marriage and often after marriage. Modern methods of cleaning and cooking make housekeeping simpler and since families are now generally smaller, young wives find it possible to manage a job and the home. Many of them stay at home when the children are small and go back to work later.

It is widely believed in other parts of the world that the women of Canada and the United States have much more freedom than in other countries. It is true that they have a great deal of freedom in making decisions regarding their personal lives, but not many of them occupy important public positions. Very few sit as Members of Parliament. Although the proportion of women doctors, dentists, lawyers and engineers is very small in comparison with some countries, more and more opportunities are opening for women to enter occupations outside of those traditionally thought of as women's work.

Skilled immigrant women who encounter difficulty in getting employment in their own occupation should get in touch with the Women's Bureau for counselling — see page 30 for address. This service does not provide job placement.

Family Occasions

In every country birth, marriage and death are family occasions which are usually recognized by traditional ceremonies and usually related to the religious faith of the family. Immigrants like to follow their own patterns, as far as possible, but are sometimes confused by Canadian customs.

Births:

Most births take place in hospitals in Canada and midwives are unknown. Births are not usually celebrated with any ceremony but friends and relatives bring or send gifts to the baby. Some families have parties in their homes after the baby is christened or baptized in the church.

Marriages:

Young people choose their own marriage partners, often from persons they meet at school, at work or through friends. Brides do not receive dowries but bridal couples receive gifts from friends and relatives.

Bridal showers are a custom unknown to many newcomers. Before a girl is married, friends may arrange a party to which other friends are invited and the bride receives a "shower" of small gifts. Sometimes there are baby showers for expectant mothers.

Marriage licences can be obtained in the office of the City, Town or Township Clerk. In Ontario a licence must be secured at least three days before a wedding and used within three months of issue. The cost is \$10.

If banns announcing the marriage are read from the pulpit of a church, no licence is required. The banns must be read at least once, on a Sunday, at a church service and at least five days before the wedding and like licences are valid for three months. Some churches read banns once, some twice and some three times.

Weddings may be held in a church with guests, after which there is a reception or they may be small affairs in a home or public place such as a city or town hall. Only one wedding ceremony is needed. It may be either religious or civil.

Funerals:

Christian funerals may be held in a church, but it is becoming more common to hold them in funeral homes or parlours — buildings owned and used for this purpose by funeral directors. For two days after the death the body lies at the funeral home and friends call there to offer their sympathy to the family. Then a religious ceremony is held in the chapel in the funeral home. The family chooses the clergyman to perform the ceremony.

You may think Canadians are very cold because they do not show their grief as openly as you expect at a time like this. Usually they try very hard to control their feelings. Mourning clothes are not often worn but people do not dress in colourful clothes to go to a funeral.

The family may invite relatives and close friends to their homes after a funeral and refreshments may be served. This is not a party. It is done partly as a friendly gesture to people who have supported them in their sorrow and partly to relieve their own loneliness after the funeral.

A few immigrants send the body of the dead relative back to their home country for burial but this costs thousands of dollars and may leave the family in debt for a long time.

Funerals can be very expensive. In larger cities there are memorial societies which help people to plan funerals beforehand at a modest cost. There is a small membership fee. To find out if there is a memorial society in your town, ask your priest or minister. You can also find out by writing:

The Toronto Memorial Society
14 Sinton Court
Downsview 464, Ontario
Telephone: 241-6274

Family Problems

When family problems occur it is good to be able to discuss them with someone. Child behaviour problems may be discussed with the teacher or

principal in the school. For trouble between children and parents or between husband and wife people may consult their priest or minister or a family counselling agency (See Family Counselling page 67).

Religion

Many immigrants attend churches or houses of worship where they meet fellow countrymen and hear their own language spoken. They often look to their house of worship for information or help.

There are many different religious groups in Canada. Generally speaking they get along very well together.

Many Canadian churches, in addition to performing the duties of their religious faith, are also centres of social activity. They may have men's clubs, women's clubs, couples' clubs, clubs for teenagers, young adults or senior citizens. Some offer language classes for immigrants. Some operate sports clubs and summer camps and have tennis or badminton courts. A few conduct day nurseries for children of working mothers.

Very few of these activities are restricted to membership in a church. Most of them are open to anyone who wishes to attend. Inquire at your neighbourhood church for information.

Recreation

There is a wide variety of recreational opportunities in Ontario which cannot be described in this small booklet. Some are government programs operated by a city or town. There are also large parks and conservation areas operated by the Government of Ontario where land is kept in its natural state. They are for the use of the public and a small fee is charged. The Government of Ontario is responsible for regulating the use made of water, forests, public beaches and camping sites.

If you intend to hunt or fish it is very important that you learn the laws governing these sports. For hunting you must have a hunting licence. Some sporting goods shops are given authority by government to sell licences. Visitors to Ontario need a licence to fish but residents do not.

There are times and places where hunting and fishing are forbidden and there are limits to the number of animals which may be killed and fish which may be kept. Fish and game belong to the government but it is unlawful to hunt or fish on private property without the consent of the owner.

Some families buy summer cottages by the water in the country where they spend holidays and weekends. Families may use cars for holiday or weekend trips. They can save money by staying in trailer camps at night for less than a motel or hotel room. They may carry their food with them and eat at picnic tables by the roadside provided by the Government of Ontario free of charge.

Many community agencies have programs such as the Ys with swimming pools, gymnasia and club activities (See page 61). Boy Scouts, Girl Guides, churches and social agencies all have programs.

Ethnic societies arrange recreational activities for people of their own national group and are particularly involved with youth programs.

Individuals and companies operate many activities for their own profit, such as pool halls, bowling alleys, dance halls, ski lodges and summer camps.

For information consult your local library, your municipal recreation department or any of the organizations mentioned above. For activities outside your own community, inquire at the Provincial Tourist Bureau. There is one or more in all cities and large towns and there are also tourist information bureaus on the highways.



Getting to Know Ontario

As time goes on you will become better acquainted with Ontario. It is the second largest of Canada's 10 provinces with an area of 412,582 square miles (1,068,587 square kilometres). It is larger than the combined area of France, Italy, Greece, Belgium and The Netherlands. About one sixth of the area is water, 68,490 square miles, divided nearly equally between the Great Lakes and other inland waters.

Of the land area of 344,092 square miles, 46,372 are privately owned and are mostly in Southern Ontario. The other 297,720 square miles belong to the government and are known as Crown lands.

The province stretches approximately 1,000 miles from east to west and the same from north to south.

Since 1946, about 3,500,000 immigrants have come to Canada and over half of these, more than 1,800,000, have settled in Ontario. This is quite a large number for a province whose total population is approximately 7,815,000.

About 60 per cent of the province's population is made up of people of British stock. There are 724,000 residents of French origin. Our earliest residents are the native Indians, of whom there are about 100,000. The remainder is composed of people who have come, or whose ancestors have come, from all parts of the world.

About 75 per cent of the people of Ontario live in the cities. The largest city is Toronto, the provincial capital, which has over two million inhabitants and receives more than a quarter of all immigrants coming to Canada. Other major cities are Hamilton, Ottawa, Windsor and London. Ottawa is the capital of Canada.

On the map, Ontario appears to divide itself into two parts. The smaller southern part is the most thickly populated area in Canada. In its cities are many factories producing processed food, automobiles, steel, leather and paper products, clothing, household appliances and many other articles which are sold in the stores. It is also a rich farming area, producing meat, milk and butter. It has a climate warm enough to grow a variety of fruit as well as grains, vegetables and tobacco.

Northern Ontario is six times as large as Southern Ontario but has only 14 per cent of the province's population. It is very wealthy in mines, forests and water power. Its northern parts, stretching up to James Bay and Hudson Bay, are cold but farther south people live comfortably in a healthy climate. In the north are large uninhabited areas which will undoubtedly be developed in the future.

Ontario exports and imports a great deal of material and so carries on much trade with other countries. The Great Lakes provide a natural transportation system. Ocean-going vessels pass through the St. Lawrence Seaway at the eastern end of the province and travel through to Lake Superior and Thunder Bay.

This is a province of changing seasons with cold, crisp winters in most parts, a spring that comes quickly and transforms the landscape from white to the green of summer with plenty of bright sunshine and sometimes intense heat; of an autumn season when a wealth of grain, vegetables and fruit are gathered in and the maple trees turn beautiful shades of red and yellow.

You will find it interesting to learn something of Ontario's people, of the Indians who were the only people here 400 years ago, of the French who explored its lakes and rivers, of the British who primarily settled here, and of the many other people who have come since. You will want to know about its history, how it developed, the people who directed and influenced its growth.

Ontario offers many interesting places to see, some of them historical, some scenic, some entertaining. They cannot be described here in detail. Some of them may be close to you. Others can be reached by car or bus. Find out about your local area. In most cities and counties in Ontario there is an historical society or museum which tells you something of the people who have lived there, and their early life in this country. Ask your library for information about interesting places to visit and things to do. Ask the Provincial Ministry of Industry and Tourism which has offices in most towns and also on the highways.

Enjoy Ontario. It is a good place to live.

HOW TO GET INFORMATION AND ASSISTANCE

Information Services	page 15
Central Information Services	15
Neighbourhood Information Services	15
Language Teachers	15
Immigrant Societies and Churches	15
Community Agencies	16
Government Offices	16
Consulates	16
Libraries	16
Commercial Agencies	16
Community Directories	16
Telephone Directories	16
The Citizenship Branch	17
Emergencies	17
Using This Booklet	18
General Information	19

HOW TO GET INFORMATION AND ASSISTANCE

Information Services

In a new country it is very important that you know where to go to get information and help which you need. If you have a language difficulty and cannot make yourself understood you will need special, personal help. You may need to have a document translated or someone to help you fill in a form; someone to explain a letter or assist you in writing a reply. You may have trouble dealing with an office and need assistance from someone speaking your language to straighten out the difficulty.

English is the language commonly spoken in Ontario and the one that immigrants to Ontario are likely to need, although there are a few places where there is a sizeable French-speaking population, and where a French-speaking immigrant will get along comfortably in that language. Until you learn the new language try to find someone near you who can help you in your own language.

Central Information Services

The larger cities of Ontario have central information centres which serve the whole city, mostly by telephone, though you may call at the office if you wish. Some, but not all of these centres, have staff who speak several languages. If you have a complex problem you will be referred to an office which deals with that kind of problem all the time.

Because giving information and providing help in using community services is their full-time job, central community information services are extremely useful.

Neighbourhood Information Services

There is also a growing number of small neighbourhood information centres. Some of them have staff who speak several languages. There may be a centre near you where you can walk in and ask for help.

Language Teachers

If you are attending English language classes, do not hesitate to ask your teacher for information.

Immigrant Societies and Churches

Immigrant organizations and churches that serve immigrants help people from their own national groups. You may have received a letter of welcome from an Interfaith Committee in your community giving the name and telephone number of someone who speaks your language and is ready to help you. The Interfaith Council of Canada, which is the co-ordinating body for

Interfaith Committees is composed of people of different religious faiths organized for the purpose of helping immigrants. Use the telephone number given you. It does not matter if the person who answers belongs to your religious faith or not.

Community Agencies

Y settlement houses and community centres take an interest in immigrants and will help them with their difficulties (see page 61).

Government Offices

Counsellors at Canada Manpower Centres provide information and assistance to immigrants during their settlement period. Some of you live on farms or in remote areas where less help is available. It is suggested that you get in touch with the most convenient government office such as a Canada Manpower Centre, an office of the Northern Affairs Branch, Ministry of Natural Resources or the Ontario Citizenship Branch.

Consulates

Some immigrant groups find their consulates very useful in providing information.

Libraries

Public libraries consider the giving of information a very important part of their service (See page 49).

Commercial Agencies

The services listed above are free. There are also agents who charge a fee for helping immigrants. They can be helpful because they are usually of the same national origin and speak the same language as the people they serve. However, there is sometimes a dishonest one who charges high prices and makes promises which he cannot keep. A few of these have been caught and punished. Before using an agent get advice from several persons of your own nationality whom you can trust and who have been in Canada long enough to know which agent to recommend.

Community Directories

In most cities there are directories which have detailed listings of community services. They are usually prepared by organizations known as social planning councils or community welfare councils but also by other organizations. They are sold at cost by the organization. You can ask to use one at a library.

Telephone Directories

Most people in Canada have telephones. At the back of the telephone directory is a section known as the Yellow Pages which is used a great deal by Canadians. In Toronto, the Yellow Pages are in a separate book. In these pages are listings of stores, doctors, lawyers, factories and many other services.



The Citizenship Branch

The Citizenship Branch, which has prepared this booklet, is particularly anxious to be of service to immigrants. Any inquiry related to the problems of immigrants who have recently arrived should be directed to:

Ontario Reception Services
P.O. Box 192
Toronto International Airport
Malton, Ontario
Telephone: 678-2540

Inquiries from immigrants who are no longer newly arrived may be presented to:

Ontario Citizenship Branch
Ministry of Community and Social Services
24th Floor
400 University Avenue
Toronto, Ontario.
Telephone: 965-2285

These offices are equipped with staff speaking different languages. Write in your own language, if you wish. If you telephone, it is likely, although not certain, that someone understanding your language can be found to speak with you at that particular moment.

Emergencies

You may need help quickly in case of accident or sudden illness. Larger towns and cities have an emergency telephone number you can call for help. It is listed in large print at the front of the telephone directory under the

heading Emergency. Or simply dial "0" and ask the telephone operator to help you. If you have not yet learned the language, learn at least to say "Help" and give your name and address. If you tell what language you speak, they may be able to find someone who can speak your language to you.

Do not be surprised or frightened if the fire department or the police come in answer to your call. The police have not come to arrest anyone but to help. The fire department has apparatus to revive unconscious people. Both the police and the firemen are trained to give first aid and to help with emergencies. This is part of their job.

You can take a seriously ill or injured person to hospital at any time of the day or night. Many hospitals have special emergency departments with a separate entrance and Emergency written on a large sign. In case of accidental poisoning, telephone a hospital or go to the emergency department. In the larger cities there are poison control centres in some hospitals. It is their business to give quick telephone information. Your telephone emergency service or telephone operator will help you.

Police will respond quickly to any call for protection. Do not hesitate to call them or to ask the telephone operator to call them for you.

Using This Booklet

At different places in this book you will be advised to use your community information service. This will mean that whatever service you find useful, whether it is an information centre, your church, your language teacher or any other organization you have found helpful.

Do not hesitate to ask for information and advice. Government departments and ministries must serve all the people. The community organizations are there to help people and you have a right to use them. They can save you time, trouble and money.

Reference to Government

In Canada there are three levels of government, the federal, provincial and municipal. These are referred to frequently in this booklet (See page 112).

References to Independent, Nominated and Sponsored Immigrants

You will also find reference in this booklet to independent, nominated and sponsored immigrants.

The Federal Government does not wish to admit too many immigrants who will be unable to support themselves in the new country. Therefore, Canadian immigration officials in other countries select those most likely to get along independently and they are known as independent applicants. The government acts as a sponsor to these immigrants and takes on special responsibilities for helping them in getting settled.

Immigrants already in Canada nominate or name relatives who are likely to enter the work force, such as brothers, sisters, parents under 60, nieces and nephews over 21. They sponsor relatives who are dependent on them such as wives, children and parents over 60. They take responsibility for

helping these nominated or sponsored relatives on arrival by finding places for them to live and finding employment for those who intend to work.

General Information

All government departments and ministries produce pamphlets describing their services which are available without charge to the public. Telephone numbers of the ministries are listed in the telephone book under Government of Canada or Government of Ontario. You can send a letter to a Government of Ontario ministry and address it to Queen's Park, Toronto. A letter to the Federal Government can be addressed to Parliament Buildings, Ottawa.

EMPLOYMENT

Social Insurance Number	page 21
How To Find A Job	21
Canada Manpower Centre	21
Newspapers	21
Friends and Relatives	22
Employment Agencies	22
The Interview	22
Translation of Documents	23
Evaluation of Qualifications	23
Educational Documents	23
Professional Certificates	24
Qualification in the Trades	24
Self-Employed	25
Job Training Programs	25
Trades Training	25
Canada Manpower Retraining	26
Trade Unions	26
Working Conditions	27
Working Hours	28
Holidays	28
Minimum Wage	28
Women	29
Minimum Age	29
Occupational Safety	29
Pay Deductions	29
Wage Statement	29
Discrimination	30
Unemployment Insurance	30
Benefits	30
Who Can Claim	31
How to Make a Claim	31
Waiting Period	31
Reporting	32
Payment	32
Appeals	32
For Income Tax	32
Workmen's Compensation	32
Benefits	33
Dependants Benefits	33
Medical Aid for Injuries	33
First Aid	34
Vocational Rehabilitation	34
Health Insurance for Illness Not Covered	34
Information	34

EMPLOYMENT

Finding employment is very important to the newly-arrived immigrant. In the beginning, you may find it hard to get the kind of job for which you are trained and you may have to take employment which does not use all your skills and does not provide as much money as you expected. It may be harder to get a temporary job because employers do not like to take workers who are not likely to be permanent.

Knowing English is a great help. Language classes and other services are provided by the government and other agencies (See pages 36-39).

Social Insurance Number

You will need a social insurance number if you are going to work in any job which is insured by the Unemployment Insurance Act (See page 30). You may get an application form from an office of the Unemployment Insurance Commission, from a Canada Manpower Centre, or at any post office. Some employers have them too. Fill in the form and mail it. Two cards with your social insurance number on them will come back to you by mail. You will use this number on different government forms and can always use it for identification.

It is illegal to have more than one social insurance number (S.I.N.). If you lose your cards, fill in another application form but state on the form that you want a replacement, so that you will be sure to get the same number.

This S.I.N. card is an identity card **not** a work permit, although nearly all working people must have it. A visitor to Canada should not have such a card unless the Department of Manpower and Immigration has given him or her permission to work.

How To Find A Job

Canada Manpower Centre

If you need a job or help in deciding what type of work you are best suited for in Canada, go to your nearest Canada Manpower Centre. This is a government employment office, operated by the Department of Manpower and Immigration. Its service is free. If there are no suitable jobs nearby, the Canada Manpower Centre may know of some elsewhere in Canada and may assist you to go there for an interview.

Newspapers

Jobs are advertised under Help Wanted headings in English newspapers. If you speak another language look in a newspaper in that language. You may see one on a newsstand. They are listed under Newspapers in the Yellow Pages of the telephone directory.



Friends and Relatives

Fellow countrymen, relatives and friends are often very helpful in finding jobs.

Employment Agencies

There are also employment agencies run as businesses. Most of them charge the employer for the service, but a few, especially those dealing with domestic work, such as cooking, cleaning or caring for children, charge the person looking for the job. It depends on which kind of licence they have. The amount the agency can charge is controlled by law. Some help with particular kinds of jobs, some with any kind.

Be careful about dealing with people who want to charge a fee for finding a job for you. If you want to check them, contact:

Employment Standards Branch
Ministry of Labour
400 University Avenue
Toronto 100, Ontario
Telephone: 965-5251

The Interview

When you go for a job interview take any information you have concerning your qualifications and experience, as well as translations of references. If you cannot speak the language the employer speaks, it is a good idea to take a friend to interpret. It is wise to be on time if you want to make a good impression on an employer.



Translation of Documents

You may need translations of educational documents, trade papers and letters of reference. For purposes other than employment you may also need translations of birth, baptismal or marriage certification. There is an office of the Government of Ontario that will translate documents free up to five per person. You may take or mail them to

Translation Services
3rd Floor, Hearst Block
900 Bay Street, Toronto 182
Telephone: 965-2891

It is strongly recommended that instead of giving the original document to the office, you have a photostat copy made of it. There are small offices which make copies at small cost. Some libraries have photocopying machines which you can use, also at a small cost. If you mail your documents, register the letter at the post office to protect them from possible loss in the mail.

You may write in your own language. Allow a week to have them done. The office may be busy.

Evaluation of Qualifications

Educational Documents

Immigrants with elementary or secondary school training who are looking for a job in Canada can have their school certificates evaluated by taking them or mailing them to:

Registrar's Branch
Ministry of Education
18th Floor, Mowat Block
900 Bay Street, Toronto
Telephone: 965-1356

Professional Certificates

Immigrants with partial university or college education should take their documents to a college or university for evaluation.

Immigrants who have received professional training in other countries must have their qualifications approved by the appropriate Ontario authorities, or they will not be permitted to practise. If you are a professional person you will be referred by a Canada Manpower Centre to the professional association related to your profession. There you will receive advice as to what you must do to have your qualifications approved and what job opportunities you may expect while waiting approval. In some cases, it will be necessary to take extra training. In others, passing an examination will be enough.

In some cases a teacher who has received his training outside of Ontario may be able to get a letter of standing qualifying him to teach in Ontario. For information write or telephone:

Registrar's Branch
Ministry of Education
18th Floor, Mowat Block
900 Bay Street, Toronto
Telephone: 965-2234

Send photocopies of your documents, or, if you mail the originals, register the letter at the post office.

Occasionally, small English classes are formed to help prepare professional immigrants for examination. Inquire at any centre which gives English classes in your community to see if one for members of your profession is available, or could be formed.

Qualification in the Trades

Tradesmen qualified in their own countries should take their documents to the nearest office of the Industrial Training Branch of the Ministry of Colleges and Universities for evaluation.

You must have a licence in order to work in the certified trades. These are the electrical, plumbing, steamfitting and sheet metal trades; the refrigeration and air conditioning, barbering and hairdressing, watchmaking, and several kinds of motor vehicle repair trades.

You must pass an examination in order to get your certificate of qualification which is your licence to work. You may also need a municipal licence. Any person other than an apprentice working in these trades without a licence could be fined up to \$1,000.

The Industrial Training Branch may give you a practical test and if your performance is satisfactory, give you a provisional (temporary) certificate to work while you are preparing for your examination.

The examinations are in English and in French. In several cities there are evening classes at a moderate fee to prepare immigrant tradesmen for these examinations. These are very helpful and will greatly improve the tradesman's chances of passing the examination. The local office of the Industrial Training Branch can tell you where these are held.

You may take an interpreter when you write the examination, but he must be a person who is not familiar with the trade which is being examined. A person is not permitted to interpret more than once a year for the same trade, or more than twice a year altogether in two different trades. Make sure you get someone who has not already done all the interpreting he can do in one year. Inquire at a community information centre, a church or among your friends, to find an interpreter and also to find out what interpreters' rates are. Some charge very high rates.

For any information concerning the trades, go to the nearest office of the Industrial Training Branch. In Toronto they have workers who speak many languages. In small centres it may be necessary to take an interpreter.

You may write in your own language for information to the head office in Toronto. If you send trade certificates in the mail, be sure to register them to protect them from possible loss. The address is:

Industrial Training Branch
Ministry of Colleges and Universities
400 University Avenue
Toronto 100, Ontario
Telephone: 965-4211

Self-Employed

Immigrants intending to set up their own business should get advice from:

Plant Location Section
Industrial Development Division
Ministry of Industry and Tourism
7th Floor, Hearst Block
900 Bay Street, Toronto
Telephone: 965-5711

Job Training Programs

Trades Training

To learn a trade you may enter an apprenticeship training program. Apprenticeship is on-the-job training and related classroom instruction designed to produce a fully qualified journeyman or tradesman, and is available to any man or woman 16 years of age or older who has a Grade 10 or equivalent education.

Those trades listed on page 24 require a Compulsory Certificate of Qualification (licence) which can only be obtained by completing the apprenticeship training and successfully passing the exams. Some trades (brick and

cement mason, chef, dry cleaner, heavy duty equipment repairer, radio and TV repair technician) offer Voluntary Certification; that is after completion of the apprenticeship training, or on the basis of his previous experience outside Canada, the tradesman may apply for a certificate of qualification from the Industrial Training Branch. He must then pass a qualifying exam. Other trades offer apprenticeship training but no certificate of qualification is provided.

The apprentice earns while he learns and wages are increased as he advances his training.

The program varies in length from two to five years depending on the trade.

Canada Manpower Retraining

The Federal Government provides money to retrain people who would otherwise be unable to find employment. The courses are administered by the Ontario Ministry of Colleges and Universities. All persons taking a course must be referred by a Canada Manpower Centre. Some students are eligible for a living allowance while training.

There are three kinds of training: Upgrading (up to 52 weeks) to bring a person's general education up to a higher grade; skill-training (up to 52 weeks) to train for a special occupation — most courses are in English but are provided in French if required; language training (24 weeks) English classes, full-time for immigrants who need it to get or to hold a job.

In order to qualify for training a person must be at least one year beyond school leaving age (education is compulsory until 16), and out of school for at least one year.

To apply, inquire at a Canada Manpower Centre.

Trade Unions

A trade union is an organization of employees certified by the Ontario Labour Relations Board. The union has authority to bargain with an employer on behalf of the workers for better wages and working conditions. It may make the workers' opinion known to government on such matters as taxation, unemployment insurance or medicare programs.

A factory or business which is unionized usually has a union local to represent the people in that organization. In each city, town or district there is a labour council to which union locals may send delegates.

The Ontario Federation of Labour is the central organization for the Province of Ontario, representing about 1,800 locals and 750,000 members. The Canadian Labour Congress is the national organization.

In some cases membership in the union is voluntary. In others there may be an agreement between the employer and the union that no one can be hired who is not a member of the union. Such an arrangement is usually called a "closed shop".

In the certified or licensed trades most unions will accept a tradesman as a member when he is qualified by the Industrial Training Branch, but in

some unions an applicant for membership must also pass tests set by the unions after he has passed those set by the Industrial Training Branch. Some unions require a higher educational standing than required by the government regulations, which makes it impossible for some people to join the union even if they have passed the Industrial Training Branch examinations.

New union members pay an initiation fee when they join and monthly fees afterwards. The initiation fee may range from \$2 to \$200 and the monthly dues are usually \$5 per month or more.

Agreements between employers and unions are made for a set period of time, such as two, three or five years after which they bargain for a new agreement.

If bargaining breaks down between a labour union and an employer and the union does not get an agreement with the employer, the workers sometimes strike, that is, they refuse to go to work until some agreement more to their liking is reached. During a strike the employees may get strike benefits from the union. If they do, this of course will be less pay than they get from the employer.

Sometimes workers get impatient and strike before all steps required by law have been taken, and the union has not made a decision to strike. This is known as a "wildcat" strike and, depending on when it takes place may be illegal.

Employers who do not agree to what a union is demanding will sometimes order a lockout which means that employees will be locked out of their place of work until an agreement is reached and during this time will not be paid.

When employers and workers have a great deal of difficulty in reaching an agreement, the government may appoint a person to work with both sides and help them reach agreement.

If a settlement is not reached after all procedures have been used, the whole matter is usually placed before an arbiter or an arbitration board. The decision reached by this third party is binding on the company, the employees and the union.

Once the agreement is in effect, one of the most important duties of the union is the settlement of grievances or complaints of workers. These may concern rates of pay, entitlement to a vacation or a variety of other matters.

For further information inquire at your local labour council which is likely listed under labour organizations in the Yellow Pages of the telephone directory or write or telephone:

The Ontario Federation of Labour
15 Gervais Drive
Toronto, Ontario
Telephone: 429-2731

Working Conditions

Certain standards regarding wages and hours of work have been set up by law for the protection of workers and employers. There are penalties for

employers who break these laws. The Ministry of Labour may collect unpaid wages, overtime pay, holiday and vacation pay up to a maximum of \$2,000 per employee.

It is your responsibility to know and understand these laws. If your employer is not following the standards described on the following pages, it is also your responsibility to lay a complaint. No one can help you unless you do.

If you have a complaint, write, visit or telephone your nearest office of the Ontario Ministry of Labour or

Employment Standards Branch
Ontario Ministry of Labour
400 University Avenue
Toronto 100, Ontario
Telephone: 965-5251

Working Hours

The law states that an employee must not work more than eight hours a day or 48 hours a week. But there are many employers who have permission from the Ministry of Labour to have their employees work overtime. In most cases, the workers must receive one and a half times their regular wage rate for the extra hours worked.

Most people work five days a week with Saturdays and Sundays free. But some kinds of work must be done on Saturdays and Sundays, such as work in hospitals, hotels, restaurants, buses, trains and airplanes. People who work in these occupations usually have their days off at some other time in the week.

Holidays (Vacation)

According to law, every employee must be allowed a vacation of at least one week with pay when he has completed 12 months employment with the same employer. For the second and subsequent years of employment with the same employer he is entitled to two weeks vacation with pay.

Temporary or part-time workers also receive vacation pay. The rate set by law is two per cent of their total pay during the first year of employment with the same employer. Once the employee has completed 12 consecutive months with the same employer he is entitled to four per cent of his year's pay.

If a person is employed continuously on a part-time basis he will receive this pay at the end of the year. If he is temporarily employed, even if only for one day, he should receive his vacation pay added to his regular pay when the piece of work is finished.

In addition to vacation pay, there are seven other days during the year, known as statutory holidays, which are holidays for everyone (see Appendix for listing). In most cases, if an employee works on one of these days, he must receive one and one-half times his regular wage rate for each hour worked, or the equivalent in time off to make up for this.

Minimum Wage

The minimum wage for general industry in Ontario is \$1.80 an hour. In the construction industry, it is \$2.05 an hour. There are special rates for learners, for students, and for seasonal workers.

The minimum wage for Ontario does not apply to employees of banks, airlines and railways whose work is related to all provinces. These come under an Act of the Federal Government known as The Canada Labour Standards Code where the minimum rate is \$1.90 an hour. For any information or complaints regarding work in such areas, consult your nearest branch of the Federal Department of Labour.

Women

According to law, men and women doing the same work for the same employer get the same pay.

No girl under 18 years of age is permitted to work between midnight and 6 a.m. For women workers 18 and over, who work on a shift ending after midnight or beginning before 6 a.m., employers must provide transportation by taxi or private car between their homes and their jobs if they do not have their own transportation.

Minimum Age

Children under 16 cannot be employed during school hours because school attendance is compulsory until 16.

To work in the construction industry, a worker must be 16 years of age. In certain kinds of construction work, the age limit is higher.

Occupational Safety

There are many safety regulations to protect workers, particularly in factories and in construction work. Immigrants, especially those who cannot read the safety signs in English, should make sure that they know the rules and that they follow them. Complaints regarding inadequate safety at your place of work should be referred to the Safety and Technical Services Division, Ministry of Labour, 400 University Avenue, Toronto 100, Ontario. An employee cannot be dismissed for reporting an unsafe condition.

Workers who are injured at work, or who suffer an illness as a result of working conditions, receive compensation under the Workmen's Compensation Act (See page 32).

Pay Deductions

When you receive your pay, it may seem smaller than you expected because a number of items are taken off the paycheque and sent to the appropriate office. These are Income Tax, the Canada Pension Plan, Unemployment Insurance and Health Insurance. Descriptions of these are given elsewhere in this book. There is also likely to be a company pension toward which you and your employer both pay. There may be union dues, and there may be a fund which the workers pay into to buy gifts for workers who are ill, or who are leaving.

Wage Statement

With every pay the employer must furnish a written or printed statement, showing the wage rate, the length of time covered by the payment, the wages paid for that period of time and the amount and purpose of the deductions.

Discrimination

The Ontario Human Rights Code states that no one should suffer discrimination on account of race, creed (religion), colour, nationality, ancestry or place of origin. An application form or advertisement for employees cannot ask for information on these matters and an employer cannot ask persons applying for a position about them. Discrimination on these grounds in union membership is also forbidden by law.

The Age Discrimination Act passed in 1966 prohibits employers from refusing to employ or to continue to employ any person between 40 and 65 because of his age. An older person might be disqualified for other reasons such as health or physical incapacity. A few occupations may be excepted from this rule upon request by the employer to the Ontario Human Rights Commission.

An employer is not obliged to include a newly-hired older worker in a company pension plan.

To lay a complaint, report by letter, telephone or visit an office of the Ontario Human Rights Commission in your city or write to the Ontario Human Rights Commission (See Page 97).

In December 1970 a new law came into effect known as the Women's Equal Employment Opportunity Act. The Act prohibits discrimination based on sex or marital status in recruitment and hiring, training and promotion, and dismissal of workers. There are few exceptions to the rule, for physical reasons or in the case of inability to accept a job requiring travel. The Act covers all employees in companies with six or more employees.

Advertisers may not specify in their advertisements that jobs are limited to a person of one sex or marital status. The Act prohibits dismissal for pregnancy and provides for a maternity leave of six weeks before and six weeks following the birth of the child, to employees with one year's service or more in companies employing 25 workers or more. The maternity leave applies to companies with 25 or more employees (See Unemployment Insurance below).

Any inquiries or complaints should be addressed to:

The Women's Bureau
Ontario Ministry of Labour
400 University Avenue
Toronto 100, Ontario
Telephone: 965-1537

Unemployment Insurance

Most workers in Canada pay into a fund known as the Unemployment Insurance Fund, from which they can draw money if they become unemployed. Employers also pay into the fund. Your contributions are taken off your pay and sent by the employer to the Department of National Revenue. The plan is operated by the Federal Government, which also contributes when the national unemployment rate is more than four per cent.

Benefits

The amount of money you receive and the length of time which you can draw it depends on your average earnings over the last 20 weeks at work and the length of time you have paid in. The amount you pay depends on your wages.

Over a period of time you could use up all the money to which you are entitled, and will have to build up your benefits again when you return to work. You must have worked for eight weeks to get any benefit at all. The longest time for which you can claim is 51 weeks, one week less than a year.

The minimum benefit is \$20 a week and the maximum is \$100 a week. These rates are reviewed every year.

Who Can Claim

Persons can claim unemployment insurance if they are unemployed because of shortage of work or because of illness, providing they have made enough contributions. Those who retire between the ages of 65 and 70 receive a lump sum of money. The amount depends on their contributions.

If you leave a job of your own accord, or were discharged for some reason other than a shortage of work, it is possible that you may not receive insurance. You can make a claim and your case will be reviewed. You may be disqualified for three weeks or for an indefinite period, depending on the circumstances. If you are receiving full Workmen's Compensation you cannot claim unemployment insurance, but if you are receiving partial compensation you may also receive some unemployment insurance benefits.

How to Make a Claim

When you leave a job you must get a Separation Certificate from your employer which shows how much money you have earned in the last 20 weeks. If you are transferring to another job, keep this certificate in a safe place. If applying for unemployment insurance, it must be attached to your application. Pick up a Claimants Kit from any Canada Manpower Centre, post office or Unemployment Insurance Commission office. If you wish you can telephone the nearest office of the Unemployment Insurance Commission and ask that one be mailed to you.

Fill out the Application for Benefit. Make sure your name, full address, social insurance number and telephone number, if you have one, are included and very clearly written.

Mail your application at once, and include with it your Separation Certificate.

If your form is not made out clearly, or if you are late in mailing your application, it will take longer to get your benefits.

To Maintain Your Claim

To claim benefits and to maintain your claim after you have made your application you must be unemployed, and you must be willing to accept any suitable work offered to you. You must be physically capable of handling such work but in cases of sickness or pregnancy, this may not be a requirement.

You must be making every possible effort to find work.

Waiting Period

You will wait two weeks before getting benefits and for that time you will not be paid.

Reporting

Within a week or so after making your claim, you will receive a Claimant's Report for a one or two-week period. Fill in this report, listing any money you have earned since leaving your job. Do not mail it too soon — not until at least the Sunday following the one or two-week period in the Claimant's Report.

At the time you get the Claimant's Report you will also get a report showing what your weekly benefit will be and how long it will last.

While receiving unemployment insurance you may work part time or temporarily but you must report any money you earn. If you receive more than 25 per cent of your previous normal earnings, the amount above that 25 per cent will be deducted from your unemployment insurance.

Payment

If you have not received your cheque within a week of mailing your report, get in touch with your U.I.C. office. If you have any reason to write, be sure to list your social insurance number and your full address. Sign your name and also print it underneath. If you will follow these steps, you can hurry matters up and get your money more quickly.

Appeals

If your claim for unemployment insurance is refused you will receive a letter telling you why. It will also explain how you may appeal your case if you think you are being unfairly treated.

For Income Tax

Your contributions are allowed as deductions on your income tax. Your benefits will be taxable income and the tax will be taken off the cheques which are mailed to you.

For Further Information

The regulations are too complicated to be explained in detail here. You can get a booklet in English or French at the nearest office of the Unemployment Insurance Commission which describes the plan in detail. It is called Information For Employees. If you cannot read either of these languages, get someone to explain your case to you — your employer, your labour union steward or a community information service.

Workmen's Compensation

If you are injured at work or suffer from a disease brought about by your job, you are eligible for benefits under The Workmen's Compensation Act.

The Act is administered for the Government of Ontario by the Workmen's Compensation Board which collects the funds, makes the decisions and pays the benefits. It is paid for entirely by employers and is compulsory for most

organizations which employ workers. Self-employed people can apply to the board for personal coverage.

If you are injured and discover that your employer is not contributing to the Workmen's Compensation Fund you can still apply for benefits. It is the responsibility of the board to make sure your employer contributes.

Benefits

The amount of compensation depends on how long you are disabled and how much you earned per week before your injury. The compensation rate for total disability is 75 per cent of your average earnings, with a maximum compensation rate of \$144.23 per week.

Compensation is paid from the day after the accident until you are able to return to work. The minimum compensation for total disability is \$55 per week or your actual earning rate if you earn less than \$55 per week.

The compensation rate for partial disability is 75 per cent of the difference between your earnings before the accident and the amount you are capable of earning afterward.

Pensions are paid for permanent disability according to the nature of the disability and its effect on your future earnings.

Dependants Benefits

A dependent widow whose husband dies as a result of work injury or disease gets \$250 per month for life or until she remarries. If she remarries, she receives a lump sum equal to two years' pension.

Children living with the widow, including adopted children, receive \$70 per month up to age 16. The age limit is extended for invalid children and for children continuing their education. Orphan children receive \$80 per month.

Where there is no widow, if a suitable person acts as a foster-mother to keep up the household and look after the children, she can receive the same payments as if she were the widow so long as any child in the family is entitled to benefits.

Under certain conditions a common-law wife may claim the same benefits as a widow.

Dependants other than widow and children such as a widowed mother in the same household, may receive benefits depending on circumstances.

Medical Aid for Injuries

The Workmen's Compensation Board pays the entire cost of medical aid for work injuries or disease. You have the right to choose your doctor or other practitioner, but you cannot change doctors afterward without permission from the Board.

Medical aid includes all treatment, hospital care, prescription drugs, braces and artificial limbs.

If you need medical attention for a work injury or disease, your employer will give you a form to take to a doctor, hospital or other qualified practitioner of your choice to enable you to get treatment quickly.

Your employer is also obliged to provide an ambulance or other conveyance to a workman who needs it immediately following an accident to take him to the hospital, the doctor, or his home.

The Workmen's Compensation Board operates a Rehabilitation Centre at Downsview in Metro Toronto which provides special treatment for disabled workers who need it to get back to work. Admission is arranged by the attending doctor.

First Aid

All employers are obliged to provide first aid and emergency equipment. If you are injured, get first aid immediately and report the accident as soon as possible to your boss or supervisor. It is important to have your accident recorded at first aid even if it is a small one. Do not let anyone persuade you not to report it. Cuts and burns may become infected, and twisted muscles may later become more painful than they seemed at the time. The report on your employer's record will help establish the facts if you claim compensation later.

Complete any forms you receive from the Workmen's Compensation Board carefully, and return them quickly so that you may get your compensation payments as quickly as possible.

Vocational Rehabilitation

The board has a vocational rehabilitation department to help injured workmen, particularly those who are permanently disabled, to find suitable work or to retrain in a different occupation. Special allowances are paid to workmen during retraining programs needed because of injury.

Health Insurance for Illness Not Covered

Health insurance for your own or your family's illness comes from a different fund. Workmen's Compensation only pays for treatment of injury or disease related to your work.

If you stop work because of an accident, your employer can no longer pay your medical insurance out of your earnings and your coverage may stop. You must arrange for your medical insurance to be paid so that you have coverage if you or other members of your family need it. If your payments are not kept up you may have hundreds or thousands of dollars to pay in medical bills. Ask your employer or doctor how to make arrangements for payment of your health insurance when you are off work. (See Health Insurance page 51).

Information

If you have any problems concerning injuries or benefits get in touch with the office of the Workmen's Compensation Board which is nearest you.

The address of the head office is:

Workmen's Compensation Board
90 Harbour Street
Toronto 117
Telephone: 362-3411

LANGUAGE AND CITIZENSHIP CLASSES

Evening Classes	page 38
Advanced Evening Classes	38
Day Classes	38
Classes for Mothers with Pre-school Children	38
Canada Manpower Retraining Program	39
Tradesmen's Pre-exam Classes	40
Classes to Prepare for University	40

LANGUAGE AND CITIZENSHIP CLASSES

It is absolutely essential that you learn the new language, if you do not know it already, to get a better job and to give you a wider range of jobs to choose from. You may not want to be limited to jobs within your own language group. Possibly you will find a job which pays more if you know the new language.

If you don't know the new language, at work you may remain isolated from other workers who do not speak your own language. You might feel inadequate or inferior – have the skills necessary for the job, but you don't know the language you need to apply those skills to the job.

If you have or plan to have children in Canada, you will find that as they grow older, go to school, and make friends with other children, it will be more difficult for you to communicate with them and give them the help and guidance they need. You are expected to be able to meet with your children's teachers to talk about their school work and school progress, and to share in important decisions about their academic future. You cannot do this if you don't know the language. Learning the new language will help you keep close to your children, and you will not feel inadequate as a parent.

Difficulties between parents and children are made worse when the parents do not adapt themselves to their new country. Learning the new language is perhaps the most important aspect of adapting to your new country.

In many cases, parents who don't know the new language lose their self-confidence because their children have to act as interpreters in important matters. Children may have to make decisions in which a child normally should not be involved. Mothers feel unhappy and are only comfortable at home.

Naturally it is important to you to keep your own language and to be sure that your children understand and speak it. You are encouraged to do so. An extra language is always an advantage. Children who understand their parents' language have the culture of two countries open to them. People are moving about the world more freely than ever. It is an advantage to be able to communicate with other people since this promotes better understanding between nations.

You will find it much more difficult to get around in your daily life if you are not able to use the new language. Simple little things like asking directions, shopping, or using the public transportation always seem more difficult. You will have almost no activities outside your own language group. You will have a stereotyped image of Canadian society, based on misinformation and prejudices. You will not be able to find out for yourself what Canadian society is for *you* and what it can offer *you* and what you can offer it.

When you know the new language it is easy for you to know or find out what your rights are. You do not have to rely on information from people who may be able to change the information to suit their purposes. No one will be able to

cheat or exploit you simply because he is your only access to public information.

Because Canada is a democratic country, people can play a part in making society what they wish. They do this by voting and by being active in their communities. You too have this right, and will be able to vote when you become a Canadian citizen; therefore, you should become informed about what is going on in your community, in Ontario, and in Canada. You cannot become well-informed if you don't know the new language and can't communicate with other people, understand what you hear on the radio and T.V., or understand what you read in newspapers and magazines.

Language classes for immigrants are discussed below: They are available in most communities free of charge. You are urged to take advantage of them. For a listing of all language classes in Ontario, contact the Citizenship Branch, or its field office nearest you. (See page 120).

Evening Classes

School boards operate evening language classes wherever there are enough immigrants. These are open from October until May and in larger cities a few classes are available throughout the summer. In some places classes are free. In others a small fee is requested. A large share of the financial support comes from federal and provincial governments. Contact your local school board in September so you can start when the year's classes begin in October. If you arrive in Canada at some other time of year you can still join the classes.

Advanced Evening Classes

Some university extension departments include advanced classes in English for immigrants. For information, contact the extension department of the university in which you are interested.

Day Classes

Some day classes are offered in schools, churches, Ys and other community centres. Most of these are directed by the Citizenship Branch. Some are operated by colleges of applied arts and technology and some by school boards. In these cases the classes are taught by qualified teachers. Sometimes churches or other organizations establish classes which are taught by volunteers. All day classes are free.

The Citizenship Branch is experimenting with classes for immigrants with special problems. One experiment is with occupational groups such as doctors or engineers who find it useful to attend classes to help them with professional terminology. There are experiments in teaching Oriental people who have difficulties with our alphabet and pronunciation. Other classes help people who have a good knowledge of English but special problems with dialect.

For information concerning day classes ask at a school, library or any other community information service.

Classes for Mothers with Pre-school Children

Too often the mother in an immigrant family does not learn the language because she is tied to the home with family duties. She becomes isolated from

the members of the family who can talk to each other in English. In order to help these mothers more and more classes are being developed for them by community organizations. Mothers go to morning classes, taking with them their pre-school children who are cared for in the same building.

The Citizenship Branch provides some financial support and in most cases, assistance with the training of volunteer teachers. As the result of an experiment recently conducted by the Y.W.C.A. in Toronto some classes have been broadened to include orientation as well as language training. The mothers have a chance to learn about the community in an interesting way. It is planned that orientation will be combined with these language classes and provided in more locations.



For further information consult:

Ontario Citizenship Branch
Ministry of Community and Social Services
24th Floor
400 University Avenue
Toronto, Ontario. Telephone: 965-2285

Some school boards have also been conducting morning language classes for mothers of pre-school children in school rooms.

For further information, consult your school board or school officials.

Canada Manpower Retraining Program

Full-time language courses are offered immigrants needing English to get employment. (See Page 26).

Tradesmen's Pre-exam Classes

Some special classes are given tradesmen who have qualified in other countries but who must write an Ontario examination. The classes give special help with trade terminology and are very successful. All applications must be made through the Industrial Training Branch, Ministry of Colleges and Universities. Inquire at the office nearest you.

Classes to Prepare for University

What is known as the Michigan Test is used by universities to determine if an immigrant's English is good enough to enable him or her to begin studies at a Canadian university. Inquire at a secondary school or university to find where these tests are given.

EDUCATION

The Ontario School System	page 43
Public and Separate Schools	43
School Methods	44
School Attendance	44
Kindergarten	45
Nursery Schools	45
Elementary Schools	45
Secondary Schools	46
GRADUATION DIPLOMA	46
HONOUR GRADUATION DIPLOMA	46
CERTIFICATE OF TRAINING	46
Special Education Classes	46
Private Schools (Academic)	47
Private Trade Schools	47
Post Secondary Education	47
Financial Assistance for Post Secondary Education	48
Evaluation of Educational Documents	49
Translation of Educational Documents	49
Adult Education Evening Courses	49
Correspondence Courses	49
Public Libraries	49

EDUCATION

The Ontario School System

It is becoming more and more necessary in Canada to have a good education. Machines have been taking over much of the work previously done by unskilled people. New jobs are opening up because of the machines but these new jobs require education and training. In times of unemployment both trained and untrained people are among the jobless but the need for skilled workers is expected to remain greater than the need for unskilled workers.

In order to meet these changing conditions, the Government of Ontario has been putting a great deal of money into new school buildings and encouraging young people to continue through secondary school at least. For many years education has been free throughout elementary and secondary schools. Now those who want to go to college or university can often get government help through loans or bursaries.

There are schools and classes of many kinds for people of all ages. Middle aged people are going back to school to retrain for new jobs, or to keep up with new methods in the jobs they have. Many adults and people past working age go to classes just for the enjoyment of learning something new. Women, as well as men, are getting more education and training.

Public and Separate Schools

Most children in Canada attend the tax supported schools. There are two sectors known as public and separate schools. The public schools are open to children of all religious faiths. The separate schools are open to all children of the Catholic faith, and give special emphasis to religious teaching in the Catholic faith.

Separate schools are tax supported up to Grade 10 and thus to this extent are really public schools. The word "separate" is commonly used to distinguish them from the other public schools. Catholics who choose separate schools must sign a form directing their taxes to the separate school section. These forms may be obtained from the local office of the separate school board or at a separate school.

As these schools are all under government supervision, standards vary little from school to school, except that facilities and equipment may be slightly better in newer schools.

Teachers are required to have the same qualifications and receive similar salaries. Property owners pay a like amount of taxes for public or separate schools. You may send your children to any school you choose but the simplest plan is to decide whether you wish your children to attend a public or a separate school, then send them to one near your home. It will be more convenient and your children will pass through less traffic.

When parents take their children to school for the first time they should

take the children's birth certificates, immigrant landing cards and passports — if they have any. They should find out if the landlord or owner of the house where they are living is paying public or separate school taxes because they will be asked for this information at the school.

School Methods

Ontario schools have changed a great deal in recent years. In many schools the rooms with children sitting in rows are gone. Children work together around tables. They are free to talk to each other about their work and move around the classroom if their studies require it.

There is much less memorization than formerly and more discussion. The emphasis is on encouraging children to explore and learn things for themselves. The idea is that this will make them more adaptable and better able to manage in a world which is changing rapidly. It also makes learning a more enjoyable experience.

Children are taught to use their own ideas. There is little homework in elementary school and less emphasis on examinations throughout the entire school system.

Schools are better equipped than they have ever been. There is up-to-date laboratory and gymnasium equipment. There are libraries, projectors and screens for showing pictures and in some schools even some lessons on TV. In some cases children participate in out-of-school education programs which might last as long as a week. They are provided with overnight accommodation as part of such programs. Teachers take children on trips to museums or other places of interest in the community.

Teachers are glad to talk to parents about their children's progress or their behaviour and parents should feel free to go to the school to talk with them. This booklet contains references to the guidance counsellor, the attendance counsellor, the school nurse or public nurse who visits the school. These people are there to help with children's development. If one of them sends a note asking you to come to the school this does not necessarily mean that your child has been misbehaving. It may mean only that they wish to discuss what school or class he should attend next.

If you wish to speak to one of the people mentioned above it is wise to make an appointment unless the matter is very urgent. If you do not, you may find that the person you want to see has two or three appointments with other parents when you arrive. Make an appointment through the school office or get an older child to arrange it for you.

School Attendance

Children of landed immigrants, like all other children in Ontario, must attend school from six to 16 years of age, even if they have just arrived in Canada and had already left school in their own country. If they are absent from school without good cause an attendance counsellor or social worker from the school will get in touch with the parents to find out why.

Some school boards will not accept children of visitors who have applied

for landed immigrant status until the application has been approved, or is at least under consideration. Such children must be living with parents or an official guardian.

Kindergarten

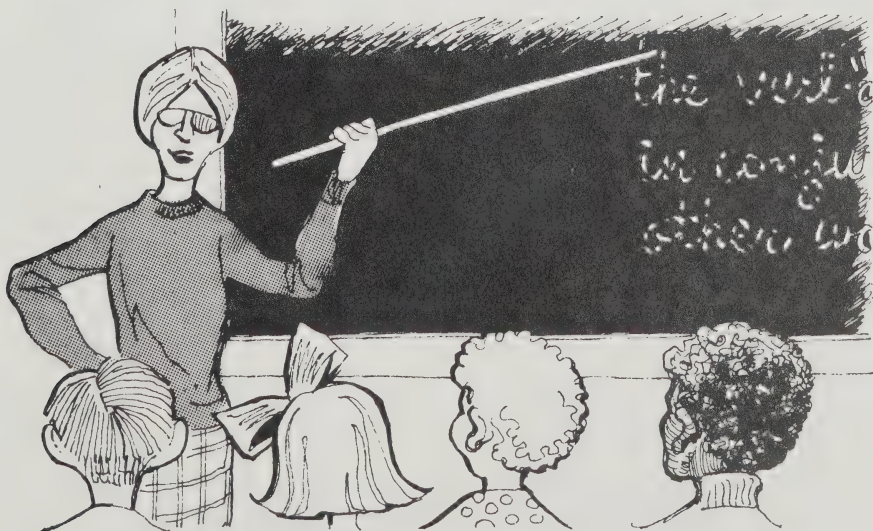
Most school systems have kindergartens for children five years of age, and some schools have junior kindergartens open to four-year-olds. Some children go to kindergarten in the morning and some in the afternoon. Attendance is not compulsory but it is a great help to small children to be introduced to the school system and to get used to mixing with other children, especially if they still cannot speak the language of the community.

Nursery Schools (See Page 63).

Elementary Schools

Children attend elementary school for eight years, which means they are usually 13 or 14 years of age when finished.

It is very important that children entering secondary school take the kind of course which will prepare them for an occupation to which they seem best suited. In pupils' seventh and eighth year of elementary school, teachers will be looking carefully at their aptitudes in different subjects. Even before pupils leave elementary school, parents should discuss their children's future with guidance counsellors. These are teachers whose special job is to advise students in the choice of occupation after receiving progress reports from other teachers. If there is no consultation and a wrong choice is made pupils may discover in secondary school or later that they have to take additional courses to prepare for the kind of work they wish to do.



Secondary Schools (High Schools)

The secondary schools are also changing. Formerly, students chose from among several programs and followed specific subjects laid down in those courses.

Under the new program students will have much more choice. They are required to obtain a certain number of credits (one credit is equivalent to between 110 and 120 hours of classroom instruction). These credits are selected from four areas of study: Communications, social sciences, pure and applied science, and the arts.

Secondary school programs may take two to five years depending on the course taken.

There are three types of programs.

GRADUATION DIPLOMA

Twenty-seven credits are required for the secondary school graduation diploma. At least three must be from each of the four areas just mentioned. This standing is required for entrance to many courses in the community colleges of applied arts and technology and usually requires four years of study.

HONOUR GRADUATION DIPLOMA

Six extra credits are required for the secondary school honour graduation diploma, which a student must have in order to enter university and also some community college courses. By this time students will know what course they wish to take and will choose those subjects most useful as a basis for their university course. They may seek advice from a university or college before doing so.

CERTIFICATE OF TRAINING

This certificate is granted to students who have selected a program which includes junior commercial courses, trades and services, home economics, carpentry, hairdressing and other courses. It is designed for students who do not learn as quickly as others and is planned to provide them with an occupation.

Immigrant parents who have any questions about their children being placed in this program should consult the guidance counsellor in the school. The door is not closed. Students can still be transferred into programs leading to the graduation diplomas.

Special Education Classes

There are special education classes, particularly in the cities, for children who have poor sight or poor hearing, who are lame or have some other physical handicap.

Not all children have the same talents and capabilities. Even in the same family there may be a child who has the ability to be a professional person and another who has difficulty completing elementary school. In some schools

INSERT FOR ENGLISH EDITION OF "ONTARIO AND YOU"

PROPOSED CHANGES IN LEGISLATION

Family Allowances

On July 16, 1973, a bill was introduced in the House of Commons to provide for a new Family Allowances plan to replace the current Family Allowances and Youth Allowances program. Under the new plan an allowance averaging \$20 a month will be paid for each child under the age of 18. A province may vary the allowance to be paid in that province in accordance with the age of a child or the size of the family or both, provided the monthly allowance for each child is not less than \$12 and the amount paid for all children in the province averages \$20 a month per child. Benefits will be taxable. The proposed starting date of the new plan is January 1974.

In the meantime the Government has announced its intention of asking Parliament to approve a measure to increase the current rates of Family and Youth Allowances to \$12 a month for each child as of October 1973.

Old Age Security and Guaranteed Income Supplement

An amendment to the OAS act has been introduced in Parliament to provide for quarterly rather than annual escalation of the basic OAS pension and the Guaranteed Income Supplement. The first increase will take place in October 1973 raising the basic pension from \$100 to \$105.30 per month on the basis of increases in the cost of living up to the end of July 1973. The maximum monthly guaranteed income supplement will also be increased to \$73.86 for a single person or a married person whose wife or husband is not a pensioner and to \$65.60 each for a married couple where both are pensioners.

This will bring the combined pension and maximum supplement to a total of \$179.16 at the single rate and \$341.80 (\$170.90 each) for married pensioners.

A further adjustment in the pension and supplement in January, 1974, will be based on price increases in August, September and October in 1973. In April 1974 price increases in the period from November 1973 to January 1974 will be reflected in benefit rates and so on for each subsequent quarter.

there are special classes for children to help them develop whatever skills they have as far as possible.

Private Schools (Academic)

A private school receives no government assistance. Those teaching academic subjects receive their financial support entirely through fees, endowments and, in some cases, religious organizations. The number of these is few in comparison with the public or tax-supported schools. They use the same curriculum as the public schools and, in most cases, their teachers are required to have the same qualifications.

For further information, get in touch with

Registrar's Branch
Ministry of Education
18th Floor, Mowat Block
900 Bay Street, Toronto 182, Ontario
Telephone: 965-2624.

Private Trade Schools

Private schools which teach trades, including business practice, are operated on a profit-making basis. If the subjects they teach are considered as trades by the Ministry of Colleges and Universities they must be registered with the ministry and meet required minimum standards.

Employers prefer some schools over others. Before registering with a school check with two or three prospective employers to find out if they accept graduates of the school.

If you sign a contract with a private trade school in your home you may cancel it within two clear working days by sending a letter to the school requesting cancellation. This letter should be registered. The school will refund any money you have paid. After the two clear working day period has passed you may cancel your contract at any time. However, there are penalties involved. Make sure you read your contract before you sign it, because these penalties are detailed quite clearly on the contract and refer to the Trade School Regulation Act.

For any advice before or after registering with a private trade school consult:

The Registrar, Private Trade Schools
Ministry of Colleges and Universities
9th Floor, Mowat Block
900 Bay Street, Toronto 182, Ontario
Telephone: 965-5388.

Post Secondary Education

There are 16 universities in Ontario. Twenty colleges of applied arts and technology give courses ranging from a few weeks up to three years, including apprenticeship training. The Ryerson Polytechnical Institute in Toronto offers a wide variety of courses up to a four-year level. The Ontario College of Art

in Toronto and the Royal Military College in Kingston are also well known. There are teacher training colleges, nursing schools, colleges of accountancy, of agricultural technology and of medical technology.

Full information about post secondary education can be obtained from a book called *Horizons* which is published by

Ontario Ministry of Colleges and Universities
Mowat Block
900 Bay Street
Toronto 182, Ontario
Telephone: 965-6134.

Parents or students can get information personally at a secondary school or at any educational institution in which they are interested. They can write for a calendar or consult one at a library.

Immigrants who wish to attend a post secondary school and do not speak English fluently, see *Classes to Prepare for University* (Page 40).

If you plan to attend a post secondary school, apply early. It is advisable to apply to several institutions at the same time, in case you are not admitted to the school of your first choice.

Financial Assistance for Post Secondary Education

Many students would like to continue training beyond secondary school but cannot afford it. The Ontario Ministry of Colleges and Universities provides assistance, in the form of loans and grants, to competent students who do not have money to continue their education.

In order to be considered for assistance under the Ontario Student Awards Program students must be accepted at post-secondary institutions in Canada approved by the ministry. They must also be registered for full-time programs of studies of at least 26 weeks in duration, leading to a certificate, diploma or degree. They must also establish that they and their parents are unable (not unwilling) to provide the funds. Students and their parents, guardians or sponsors must be residents of Ontario. The students must be Canadian citizens or have landed immigrant status with at least 12 months consecutive residence in Ontario prior to first enrolling in the program for which assistance is required.

Straight loan assistance up to \$1,000 per academic year, depending on need, is available through the Canada Student Loans Plan to students attending approved private post-secondary institutions or who do not meet the residence requirements for loan-grant assistance. Such students must be Canadian citizens or hold landed immigrant status and have resided in Canada for at least 12 months.

There are penalties for false statements made on the applications for assistance under both of these programs.

Applications for the Ontario Student Awards Program and the Canada Student Loans Plan are available from the Student Awards Branch, Ministry of Colleges and Universities and at all provincially-supported post secondary institutions in Ontario with the exception of nursing schools.

Evaluation of Educational Documents

Immigrants whose elementary or secondary school training was incomplete when they came to Canada can take their educational documents to their nearest school to find out where they fit in the Ontario school system (see page 23).

Translation of Educational Documents (See Page 23).

Adult Education Evening Courses

Some people complete their elementary or secondary school education by attending night classes after their work. Inquire at a secondary school.

It is possible, while working full time, to get a degree from a university or a diploma from a college of applied arts and technology by attending night classes over a period of years. Summer school classes are also offered and are attended by many people, particularly teachers.

Inquire at the extension department of the university or college in which you are interested.

There are also a great many evening courses which adults attend, just for interest. These have no entrance requirements and give no credits.

Inquire at the school board nearest you.

Correspondence Courses

The Ontario Ministry of Education offers free correspondence courses at both elementary and secondary levels to any child or adult unable to attend school. Adults may enrol at any time of the year and take as many courses as they wish. Some elementary school courses are in English and some in English and French. Secondary school courses are mostly in English.

You are strongly advised to attend school and take verbal instruction if you can, particularly if you do not speak English or French well. If attendance is difficult for you and you wish to enrol in a correspondence course, you may apply at any time of the year by writing or telephoning:

Correspondence Courses
Ministry of Education
1152 Bay Street, Toronto 181, Ontario
Telephone: 965-2657

Public Libraries

Public libraries not only loan books to people, but provide information of many different kinds. They have many interesting programs, the type and variety depending on the size of the city and the interests of the population. They may hold classes in such subjects as art, drama, music or conversational French. They may show educational films, put on art exhibitions, have story-telling hours for children or rent language-learning records which you can use on your record player.

Ask at your library for an outline of its program.

HEALTH SERVICES

Health Insurance	page 51
Cost	51
Temporary Health Insurance	52
Emergency Illness	52
Your Family Doctor	52
Public Health Services	52
The Public Health Nurse	52
Immunization	53
Child Health Centres	53
Public Health Inspection	54
Dental Care Program	54
Dental Service	54
Visiting Nurses	54
Hospital Clinics	54
Family Planning (Birth Control)	55
Mental Health	55
Care for Mentally Retarded	56
Alcoholism and Drug Addiction	56

HEALTH SERVICES

Health Insurance

Be sure to join the Ontario Health Insurance Plan immediately. Health care is a costly business. If you are not insured, your medical and hospital bills could cost hundreds or even thousands of dollars.

If you arrive by air or by ship you are almost certain to be given an application on arrival. If you have not received one or if you have mislaid it you can get another from a bank or hospital.

If you make your application within three months of your arrival, you will be insured immediately from that date and will not receive your bill until several weeks later. If you wait until after three months you will then have a three-month waiting period before you can claim insurance. This is the regular situation for people who are not immigrants. If you neglect to make your application within three months, you can still arrange to get temporary insurance which will protect you until you are covered by the Ontario Health Insurance Plan.

If you have been nominated or sponsored by relatives and become ill, either you or they will have to pay the bills if you have no insurance. If you are an independent applicant, the federal Department of Manpower and Immigration may pay your bill if you are completely unable to do so, but each case is judged on its merits.

Cost

The premium rate is \$11 a month (\$132 a year) for a single person and \$22 a month (\$264 a year) for a couple or a family. Some employers pay the whole cost for their employees, or a portion by deducting the balance from employees' pay and making the payments themselves. Otherwise, you make direct payments yourself once every three months.

People over 65 who have been residents of Ontario for one year are entitled to receive premium-free health insurance. They must, however, make an application for exemption from premiums. Nor do single persons or families without taxable incomes — who have been residents of Ontario for one year — pay any premiums. Single persons with taxable incomes less than \$1,000 and couples and families with taxable incomes less than \$2,000 pay only 50 per cent of the premium (\$5.50 per month for single persons and \$11 for couples and families). The same residency requirement applies.

This is a government plan. For more information write or telephone:

The Ontario Health Insurance Commission
2195 Yonge Street
Toronto 295, Ontario
Telephone: 482-1111

Temporary Health Insurance

If friends or relatives from another country come to visit they should get temporary health insurance for the duration of their stay. Sometimes this can be arranged in their own country when they buy the tickets. If they have not done this, they should get insurance soon after arrival.

To find out which companies sell this kind of insurance, ask the information service which you use, or get in touch with:

The Canadian Association of Accident
& Sickness Insurers
36 Toronto Street, Suite 709
Toronto 210, Ontario
Telephone: 364-9435

Emergency Illness

If you have an emergency call the emergency number in the front of the telephone book or call the operator. Go to the emergency department of a hospital if necessary (See Page 17).

Your Family Doctor

It is a good idea, shortly after arrival, to find a doctor who will look after your family; one who will know your family well and will therefore be able to give you quicker and better service than a doctor who does not know you. Doctors are scarce and very busy, and many do not make home visits. Their regular patients get first attention. To find a doctor who speaks your own language ask your consulate or some member of your own national group, or inquire at your community information service.

Family practice centres are becoming more common. In such centres a group of doctors work together. There is always one of them on call. They look after families and make home visits.

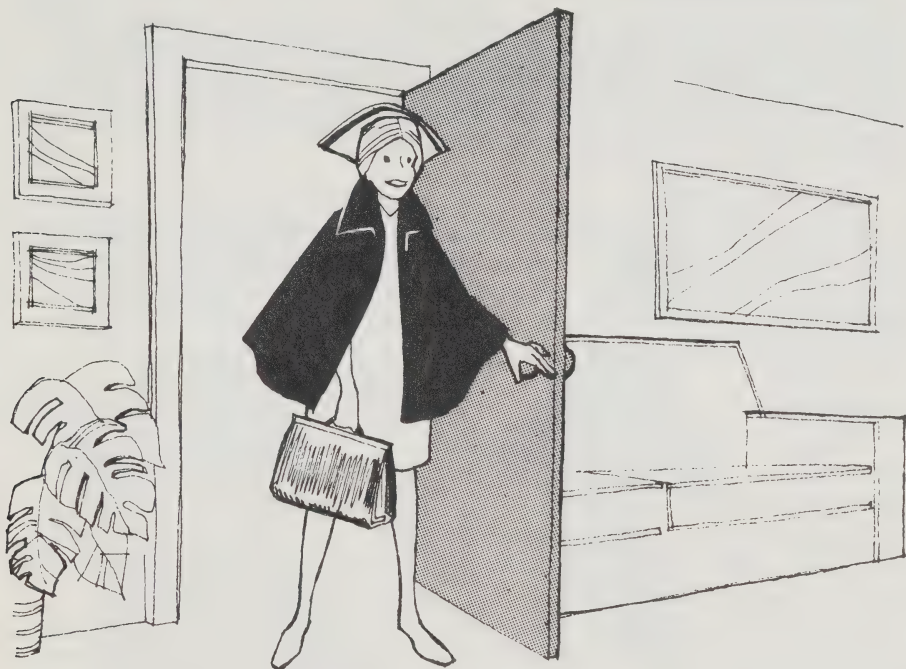
Public Health Services

All Ontario municipalities have public health departments or health units. Their business is to prevent illness; to keep people well. In the cities they have district offices where anyone may drop in or telephone for information. Some of them publish small pamphlets in several languages describing their services. Ask a school principal or your community information service where the public health office nearest you is located, or look up the address in the telephone directory.

The Public Health Nurse

The public health departments have staff nurses assigned to various parts of municipalities. Public health nurses can give information and advice on such matters as pregnancy, baby care, care of handicapped people, injured people, or those who are chronically ill. They can also give much information about other community services. They sometimes visit homes, if needed.

All schools are visited by public health nurses or by school nurses employed by education boards. They test children for eyesight and hearing. Teachers refer to them any child needing medical attention.



Immunization

There are excellent facilities for immunizing people against diseases and these need not cost anything. Public health doctors and nurses carry out immunization in health clinics or in the schools, against such diseases as measles, diphtheria, smallpox, polio and rubella (German measles). It is important that children be protected from these illnesses. Parents are notified when clinics are to be held and must give written permission to have their children immunized. Infants and pre-school children can also be immunized at a health clinic.

When adults travel to some other countries they must show a vaccination certificate not more than three years old to the immigration authorities on their return to Canada. You can be vaccinated by your doctor or at a public health clinic.

Chest x-rays are free. Ask your doctor or public health office where they are done in your community.

Child Health Centres

Public health departments operate child health centres — often known as well-baby clinics — once or twice a month, usually in schools or churches. Mothers bring babies and pre-school children to have them checked for good

health. Get information from a public health office, school, or a community information service.

Public Health Inspection

Public health inspectors prevent the spread of disease by checking water supply, garbage and sewage disposal, and cleanliness in schools, restaurants, hotels, barbershops and hairdressing parlours. They investigate complaints about lack of heat in rooming houses and about insects and rats. If you have a complaint, report it to the public health department.

Dental Care Program

It is very important that children have their teeth well cared for. Children's teeth are inspected in school by the nurse and in some cities a certain amount of service is provided without charge through the schools. There are also free dental clinics in some cities. Make inquiries through your doctor, school nurse or information service.

Dental Service

There are, as yet, no general insurance plans for dental care as there are for medical care. The dentist charges directly and you are likely to find dental care expensive.

If you are an independent applicant without money and in need of dental care shortly after arrival, the Canada Manpower Centre will probably help you, but only for emergency service.

It is advisable to have a regular dentist as well as a family doctor. Ontario is short of dentists and it is likely you will have to make an appointment two or three months ahead, except in case of emergency. If you have an emergency at a time when your dentist is not available and cannot get an appointment quickly, go to the emergency department at a hospital. If it happens on a weekend, call the emergency number in the front of the telephone directory and ask for assistance.

Visiting Nurses

Visiting nurses attend to people who are ill at home but who do not need full-time nursing care. A nurse may dress a wound, give an injection, give advice to the mother of a newborn child, or perform various other kinds of nursing services. The fee can be adjusted according to the family's ability to pay.

Ask for service through your doctor or contact one of these organizations in your telephone directory — if you live in an area where there is such a service. They are the Victorian Order of Nurses, or St. Elizabeth Visiting Nurses Association.

Hospital Clinics

If you do not have a doctor, you can go to an outpatients clinic at a hospital. Your medical insurance will pay for your visit in the same way as at a

doctor's office, but you cannot be sure of having the same doctor all the time.

Persons receiving welfare assistance or family benefits (not family allowances) have their medical care paid (See Social Services Page 66). If you have no insurance and are not receiving public assistance, you must pay your own bills.

Be prepared to wait for service at the clinic. If you cannot make yourself understood, it is wise to take an interpreter. There are special clinics for venereal disease, alcoholism, drug addiction and other types of illness. Ask your doctor or inquire at a hospital.



Family Planning (Birth Control)

For information, ask your doctor or public health nurse.

Mental Health

Many people have problems they need to talk over with others. Sometimes, if people do not get help, their difficulties develop into mental illness. Much more is known about this illness today and treatment is much better than it has ever been. It is wise to get help before the illness becomes too advanced.

Special services have also been provided to help children and young people with emotional or behavioural problems.

Ask your doctor for information, inquire at a hospital, or go for help to the Canadian Mental Health Association. This is a voluntary organization established to assist people in finding help for these problems. Look in your telephone directory for the address.

Care for Mentally Retarded

Some children are slow learners and are said to be mentally retarded. Special schools have been built for these children and there are special hospitals for severely retarded children and adults. In most cities parents of retarded children belong to an organization where they plan school and recreational programs for their children. Your public health nurse, the Canadian Mental Health Association or your school principal can tell you about these services in your community.

Alcoholism and Drug Addiction

There is an ever growing concern over the increasing use of alcohol and drugs and its harmful effects. To help combat the problem The Addiction Research Foundation, an agency of the Province of Ontario, has established 33 centres in the larger cities of the province. Those needing help should be referred to the nearest centre. Addresses are listed in telephone directories. If you need any help in making contact, ask your doctor or public health nurse. The head office is:

Addiction Research Foundation
33 Russell St., Toronto 179
595-6000

SOCIAL SERVICES

Government and Non-government Services	page 59
Child and Youth Services	60
Family Allowance	60
Children's Aid Societies	60
PROTECTION	60
ADOPTION	61
UNMARRIED MOTHERS	61
Organizations Serving Youth	61
Residences for Children and Youth	62
Day Nurseries	62
Nursery Schools	63
Services for Families and Single Adults	63
General Welfare Assistance	63
Family Benefits	66
Vocational Rehabilitation	66
Visiting Nurses	67
Visiting Homemaker Services	67
Family Counselling	67
Community Organizations	67
Low Income Housing	67
Family Courts	67
Legal Aid	68
Services for Older People	68
Canada Pension Plan	68
Retirement Pension	68
Disability Pension	68
Survivors Benefits	68
Old Age Security Pension	69
Guaranteed Income Supplement	70
Homes for the Aged	70
Foster Home Care	71
Nursing Homes	71
Social Centres for Senior Citizens	71
Social Clubs for Senior Citizens	71
Other Social Services	71

SOCIAL SERVICES

Government and Non-government Services

There are many services to assist families and individuals who need information, counselling, financial or other kinds of assistance. Some of the service is given by government departments and some comes from non-government organizations. Government (public) programs serve large numbers of people and are supported by tax money. They may be programs of the federal, provincial or municipal governments. Costs sometimes are shared between different levels of government.

Non-government (voluntary or private) programs. Immigrants are often surprised how many services in Ontario are operated by citizens rather than government. Originally these organizations were supported entirely by donations and were called voluntary organizations.

Many of these programs and organizations now receive government support but are still operated by citizens. Sometimes they are called private organizations, the word "private" being considered opposite to "public". This does not mean they are exclusive. Anyone can give financial support and anyone can receive service.

Voluntary organizations get their money in various ways. Many of them are supported by money collected in a big campaign each fall in different cities. This campaign is usually called the United Community Fund or United Appeal. Businesses, factories and individuals donate money or perhaps equipment, office furnishings or other needed articles. If you live in a city you are sure to see the campaign advertising and almost certain to be asked for a contribution.

The United Community Fund has a paid staff but the work of collecting the money, deciding which organizations get it and evaluating their programs to see they maintain standards, is carried out by volunteers. This keeps campaign expenses down.

Some voluntary organizations do not belong to the United Community Fund. They raise money by campaigns or by sponsoring money-making events such as lotteries, exhibitions, bazaars, dances, concerts, or by sales of articles made by members.

Voluntary organizations serve smaller numbers of people than government agencies. Many have paid staff. Others depend entirely on volunteers. The planning and decision-making is carried out by an elected board of volunteer directors.

Child and Youth Services

Family Allowances

Canada's family allowance program has special arrangements for immigrants who are accompanied by children on their arrival in Canada. Application forms are provided at immigration offices, or may be obtained by writing to the Regional Family Allowances office. These payments, called family assistance, are paid for the first year's residence in Canada. At the end of that time the payments change to the regular family allowance program.

An immigrant family with a child born in Canada may apply immediately for family allowance for that child. Application forms for family allowance may be obtained at post offices or from the Regional Family Allowances office.

Applications for both family assistance and family allowance should be sent as soon as possible since first payment depends on the date the application form is received.

The size of benefits is the same under both programs; it depends upon the age and number of children in Canada who are maintained by the parents. For family allowances and family assistance, the monthly rate is \$6 for each child under 10 years of age and \$8 for each child aged 10 or over but under 16. Youth allowances of \$10 per month are paid for children aged 16 or 17 who are full-time students or unable to study because of physical or mental infirmity.

If your payments are late arriving, or you wish information, write to:

Regional Director of Family Allowances
P.O. Box 6000
Station Q
Toronto 7, Ontario
Telephone: 423-6900

—or visit the office at 789 Don Mills Road (Foresters Building), 5th floor.

Children's Aid Societies

Children's Aid Societies are government-supported organizations which administer laws regarding the care of children. They operate throughout Ontario. There are also Catholic Children's Aid Societies which work with Catholic families. They, too, are supported by government. Both types of Children's Aid Societies operate in much the same way and co-operate with each other.

In larger cities of Ontario these societies employ workers who speak several languages.

PROTECTION

One of the duties of Children's Aid Societies is to protect abused or neglected children. If a case of abuse or neglect is reported to a society a visitor will call to see the family and do everything possible to help them improve the situation. Only in very serious cases is it necessary to take the children away from the parents.

Sometimes they are taken for a few weeks or a few months, perhaps because parents are ill and there is no one to care for the children, or perhaps to give parents a chance to improve their home circumstances. Children's Aid Societies care for orphans.

Children in the care of a Children's Aid Society are boarded in homes supervised by the society. If children are permanent wards of the society, adoptions may be arranged for them. If you know of a child who needs protection, you should notify the Children's Aid Society.

ADOPTION

If you want to adopt a child, talk to a Children's Aid Society. All arrangements regarding adoptions must be made through Children's Aid Societies. Great care is taken to ensure that children are placed in good homes. If you wish to adopt a child from outside Canada, the Children's Aid Society in your area can help you.

UNMARRIED MOTHERS

On request, a Children's Aid Society will advise and protect an unmarried mother before and after childbirth. If she is away from home or unable to remain at home, they will arrange for her care.

An unmarried mother may decide to keep her child but, if she is unable to, the Children's Aid Society will arrange for its adoption. If she decides to place her child for adoption, she signs legal papers giving up all her rights to the child.

All matters regarding unmarried parents or adoption are kept in strictest confidence by the Children's Aid Society. Look in the telephone book for the address and number of the one in your municipality.

Organizations Serving Youth

There is insufficient space in this booklet to describe in detail the many organizations serving youth. Some of them, like the Boy Scouts and Girl Guides, are already known to many immigrants.

The Ys also operate in many countries, but their programs differ from one country to another. The term "Y" is commonly used to refer to a Y.M.C.A., Y.W.C.A., Y.M.H.A. or Y.W.H.A. These are the short terms for Young Men's and Young Women's Christian or Hebrew Associations. They offer a wide range of social and cultural programs to adults as well as young people. There is usually a membership fee, and there are special fees for special courses. The Ys have shown a special interest in immigrants by sponsoring English classes, usually free, and by operating special clubs for immigrants.

Big Brother and Big Sister organizations offer the services of young adults who act as "big brothers" or "big sisters" to younger boys and girls with social or emotional problems who need the special interest and guidance of an adult. Big brothers and big sisters are volunteers.

Church and ethnic organizations have recreational and social clubs for youths and are open to anyone.

Some of the services noted above have paid staff and some do not. All of them rely heavily on volunteers who donate many hours of service to the community.

Residences for Children and Youth

There are many residences for children and youths unable to remain in their own homes. Some may be children who need temporary care because of family circumstances. Some may be children or young people with behaviour problems. There are maternity homes where unmarried mothers can live before and after their babies are born, and where they get special guidance. There are also institutions or "homes", as they are often called, for retarded and delinquent children.

Inquire about these at your community information service, or look them up in a community service directory in the library.



Day Nurseries

A day nursery is a kind of school for children between two and five years of age. Some day nurseries will take children younger than two years of age and care for school children up to 10 before and after school hours. They are open, in most cases, from Monday to Friday, from 7 a.m. to 6 p.m.

The day nurseries have two purposes. They help working mothers by looking after their children and provide some educational opportunities for children.

Day nurseries may be run by the municipality or by a voluntary organization, or they may be operated by a person as a business, in which case fees are higher. Parents unable to pay full fees may get some government financial help if their children are in government-supported day nurseries or by a voluntary organization having an agreement with government.

All day nurseries must be licensed and supervised by the Day Nurseries Branch of the Ministry of Community and Social Services.

For more information ask a public health nurse, or inquire at a day nursery, municipal social service department, school or community information service.

Nursery Schools

Day nurseries and nursery schools are different.

Nursery schools are open only half days for children between two and five years of age. Their purpose is to provide education for these children, not to care for children of working mothers.

Some nursery schools are run by individuals as a business. Some are operated by voluntary organizations, usually by groups of parents who want their children to have this experience. These may be licensed by the government. There are also a few operated by municipalities.

Services for Families and Single Adults

General Welfare Assistance

If, after the wage earner becomes ill or loses his or her job, unemployment insurance runs out, an individual or a family can be left without money for food or rent. In such cases an application for assistance can be made to the welfare department of the municipality.

Welfare assistance is based on need and each case is carefully examined to determine if there is a need and if so, how great. The department may provide some money to buy enough food to carry the family through an emergency, or enough to cover food, rent and other necessary items over a period of weeks or months.

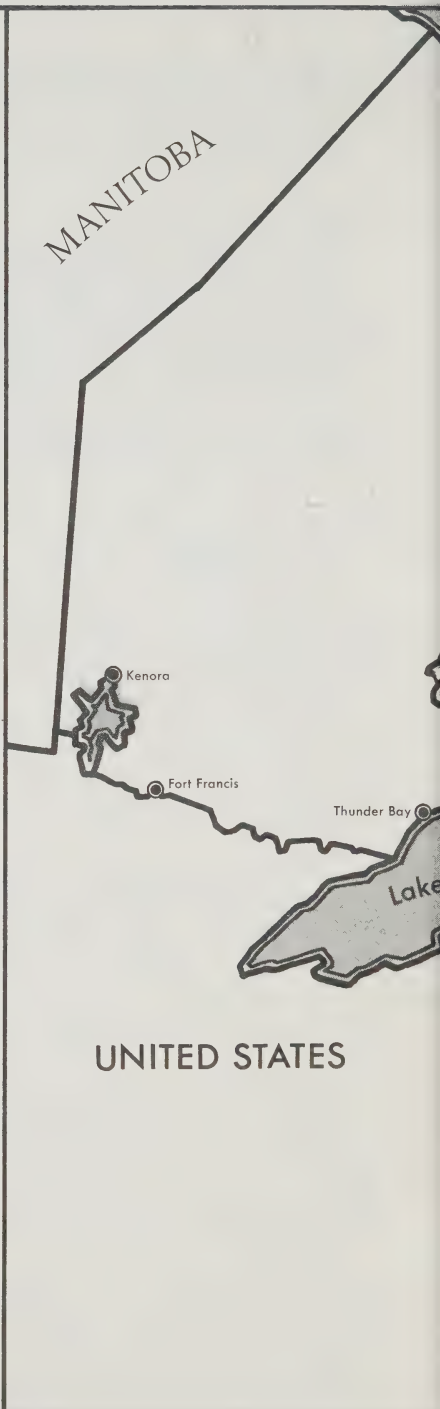
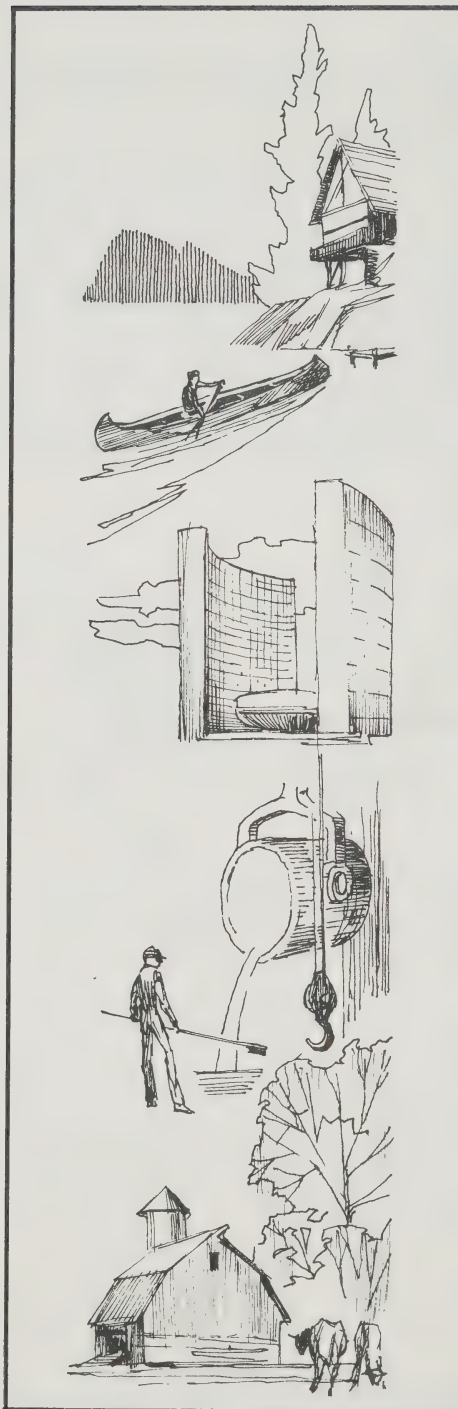
The amount depends on the need, income if any, size of the family and ages of children in the family. With the first cheque a family is also registered for health insurance. Some municipalities assist in the provision of dental and optical care, surgical appliances, prescription drugs and moving expenses.

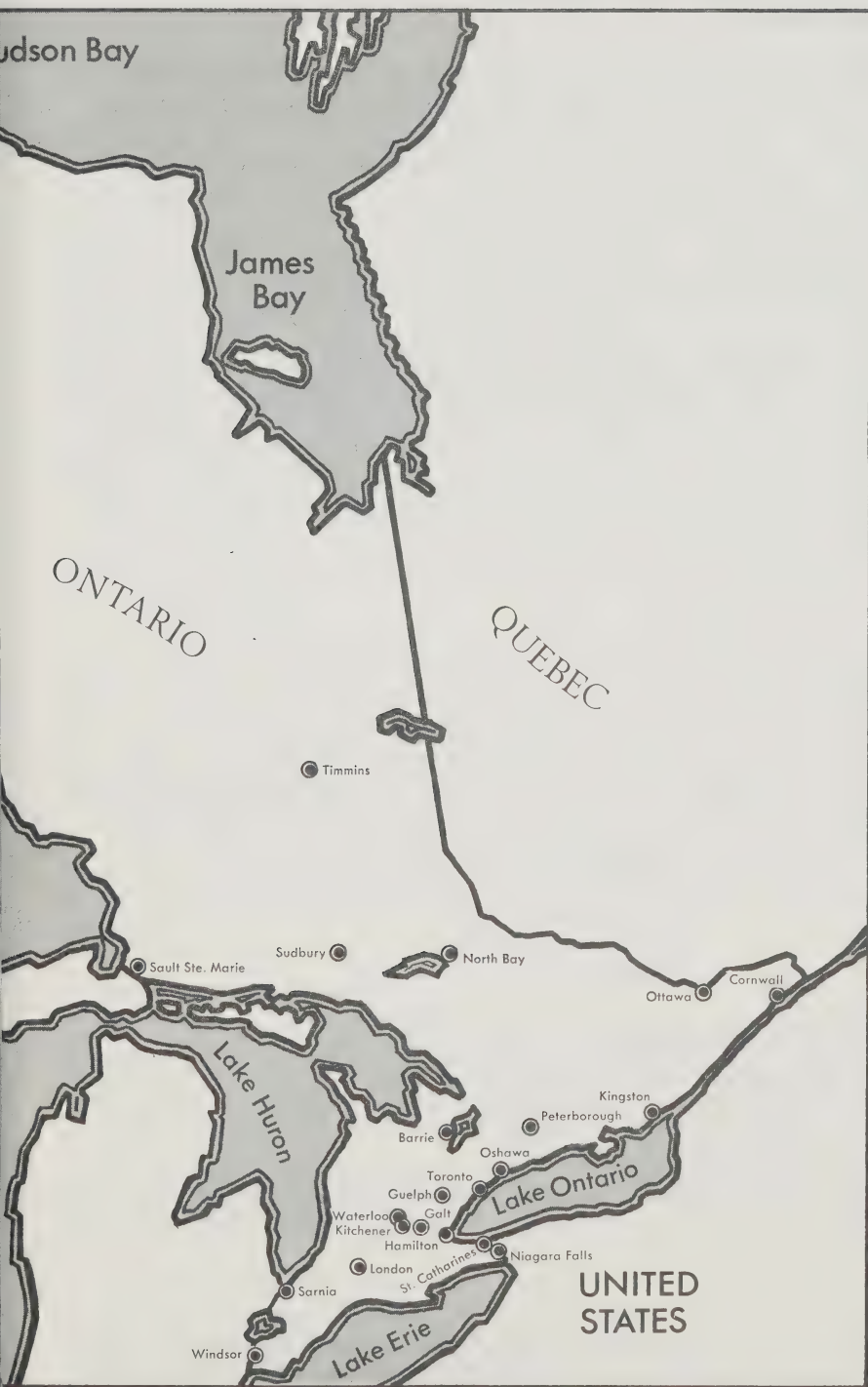
If a family or person needs help over a long period of time because of disability, the case will be transferred to the Ontario Ministry of Community and Social Services (See Family Benefits Page 66).

NOMINATED OR SPONSORED IMMIGRANTS

If you have been brought to Canada by relatives, they have signed a form guaranteeing you will not require government financial support for five years. If you are an older person or unable to work, this guarantee is for life or until you get an Old Age Security Pension (See Page 69).

Your relatives are expected to keep this promise, but if the head of the family which sponsored you should become ill or unemployed for a time, it may be impossible for them to do so, and you may have to ask for help from the welfare department. Take your passports and landing cards with you, and an interpreter if you need one. It will be decided whether or not you are eligible for assistance at the welfare office. To do this the staff will discuss your case with the Department of Manpower and Immigration.





The welfare office is listed in the telephone directory under the name of your municipality. It may appear as the Department of Social Services.

If your application is refused or if your allowance is reduced you can appeal to the Ontario Board of Review. Ask your social worker or at the welfare office for an application form.

Family Benefits

If you are in need and unable to support yourself or your family over a long time, you may be eligible for help from the Province of Ontario, through its Family Benefits Plan, administered by the Ministry of Community and Social Services. People who get this assistance are usually unemployed because of age, physical handicap, illness or the need to care for small children.

Free medical and hospital insurance is included. Other benefits may be available such as dental and optical care, drugs prescribed by a doctor, surgical appliances and moving expenses. Ask at the welfare office or ask the welfare officer for information.

If you have any special difficulties, get help through a community service which assists immigrants.

TO APPEAL

If your application is refused, you will be given the reason in writing and told how you may appeal the decision, if you wish.

For further information contact your regional office of the Ministry of Community and Social Services. There are 21 in Ontario listed under Government of Ontario in the telephone directory. They are branch offices for:

Ministry of Community and Social Services
Hepburn Block
Queen's Park
Toronto 182, Ontario
Telephone: 965-7252

Vocational Rehabilitation

The Government of Ontario provides a number of free services to prepare people for employment who are physically or mentally handicapped. These include medical treatment, training and employment placement. A living allowance is provided where required.

For further information or help with applying ask the regional office of the Ministry of Community and Social Services. Your doctor or public health nurse may also assist you.

REHABILITATION SERVICES

There may be other rehabilitation services in your community operated by voluntary organizations. Ask the public health nurse or your community information service.

Visiting Nurses

(See Page 54).

Visiting Homemaker Services

If a mother cannot be home because of illness or other reasons it is possible, in cities and larger towns, to get a Visiting Homemaker during the day to take on the mother's duties in the home while the father is at work. An older person who is ill or convalescing may get this service in some cities and part-time homemaker service is provided for older people to enable them to continue living at home.

Unfortunately the number of homemakers is much too small to meet the demand and the service is given where the need is greatest. Charges are according to ability to pay. If a family cannot pay, this may be provided by the municipality. The homemaker will ask questions about income in order to decide how much the family should pay.

If this service is available in your community it will be listed in the telephone book under Visiting Homemaker or Canadian Red Cross.

Family Counselling

Family counselling agencies employ trained social workers who counsel families and individuals about personal and family problems such as marital difficulties and money management. These are voluntary agencies but some family counselling is also done by welfare departments.

Services are available to anyone. Agencies have some staff who speak more than one language but are not likely to be able to help all immigrants in their own language.

Look in the telephone book under Family Counselling or Family Service. There are Catholic agencies, too, listed under Catholic Family Services, and Jewish ones under Jewish Family and Child Service or Jewish Immigrant Aid Services.

Community Organizations

All the community organizations which serve families cannot be listed here. Some are organized by immigrants themselves to help their own national group. There are also a few "settlement" houses, established to help newcomers to a city. Some are located in immigrant neighbourhoods and offer special services for the whole family.

Every community has its own groups organized by people to meet a specific social need. Inquire at the information service you use or try to find a directory at the library listing community services.

Low Income Housing

(See Public Housing Page 79).

Family Courts

(See Page 96).

Legal Aid

For people who cannot afford heavy legal expenses (See Page 97).

Services for Older People

You will often hear older people referred to as senior citizens. There are special government programs for people over 65. In some cities they get special privileges, such as cheaper transit fares, and tickets to movies and other places of entertainment at lower prices.

Canada Pension Plan

The Canada Pension Plan helps you build up a pension for retirement in addition to the Old Age Security Pension. It also provides benefits for contributors who become disabled and for survivors of contributors.

Contributions are based on earnings. It is compulsory for most employed people to contribute. There are a few exceptions, such as those who do casual work or wives who work for their husbands.

The employer and the worker pay equal amounts. When the worker earns more than \$600 a year, the employer takes the contributions off the employee's pay and sends it along with his own to the Department of National Revenue. A self-employed person earning \$800 net profit or more a year pays the total amount because he pays as an employer and worker.

Retirement Pension

You may draw your pension at age 65 if you retire. If you continue working between 65 and 70 you must continue paying into the plan. If you intend to do temporary work between 65 and 70 it might be wiser to continue contributing. Inquire about this before making your decision. At 70 you can collect your benefits and continue working.

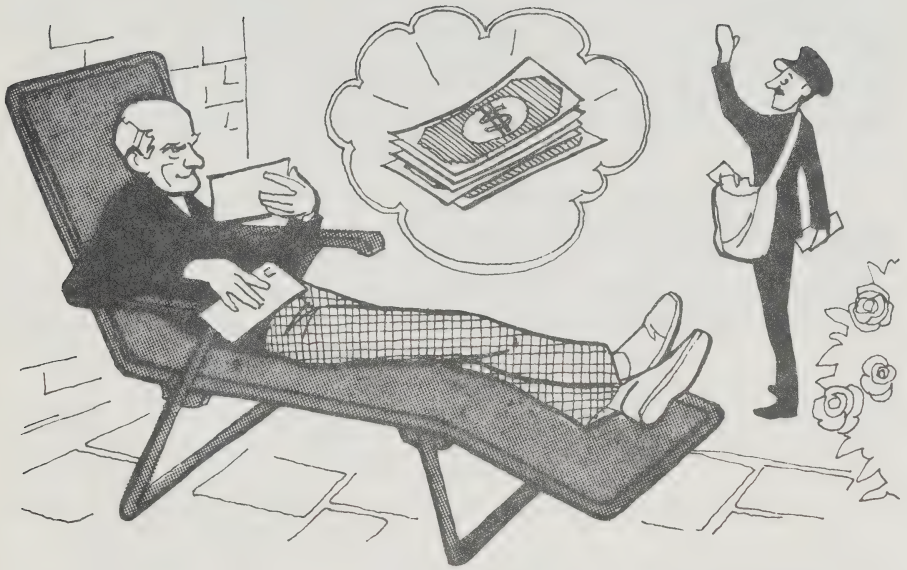
The amount of your contributions and pension benefits are based on your earnings between \$600 and \$5,600 a year. You must pay into the plan for at least 10 years to get full benefits. As the plan began in 1966 it is estimated that a person making the maximum contribution each year will draw a maximum benefit of \$115.75 a month, beginning January 1, 1976. This will be increased according to the increase in cost of living. The pension is taxable.

Disability Pension

If a person has contributed to the plan for five years and has a physical or mental disability that will prevent him being employed for a long time, he can claim a disability pension. A disabled man may claim for his dependent children. A disabled woman can claim for dependent children only if she can prove she is the main financial support they have.

Survivors Benefits

To receive survivors benefits, contributors must have made payments for at least three calendar years. Benefits can be a lump sum death benefit, widow's pension, disabled pension for widowers or orphans benefits.



Old Age Security Pension

If you are 65 years or more and have lived in Canada continuously for the 10 years before making your application, you can draw the Old Age Security Pension under certain conditions. If you were away from Canada for extended periods of time you will need more than a total of 10 years and will also have to have lived in Canada for at least a year immediately before making your application.

If you begin receiving the pension, you can go out of Canada for as long as six months and have your pension mailed to you. If you have lived in Canada 20 years after age 18 and begin receiving the pension, you can go out of Canada for as long as you wish and have your cheque mailed to you. If you have lived in Canada for a total of 40 years since your 18th birthday, you can leave Canada permanently and can make your application from abroad, even if you do not live in Canada for the year immediately preceding your application.

You are entitled to the Old Age Security Pension whether or not you are working and whether or not you have any other income. Applications may be obtained from post offices, or from the regional office of Old Age Security.

The application should be sent at least six months before you reach 65. The pension is \$105.30 a month per person. It is paid to a person whether or that person is working or has other income. A person does not have to be a Canadian citizen in order to receive this pension.

Guaranteed Income Supplement

Persons on Old Age Security with little or no other income may apply for an extra amount known as the Guaranteed Income Supplement. The rate is decided by a person's income, and is revised yearly to make allowance for increase in the cost of living. Effective October, 1973, the maximum amount paid to a single person or to a married person over 65 (whose spouse is under 65) is \$73.86. This added to the \$105.30, makes \$179.16 a month. A couple who are both eligible will receive \$65.60 a month each extra.

Application forms for the supplement are sent to all those who begin receiving the Old Age Security pension. In addition, in January of each year, a new application form is sent to each person then receiving the supplement.

If you experience delays in receiving the pension or the supplement, or if you wish information, you may write to:

Regional Director of Old Age Security
P.O. Box 6000
Station Q
Toronto 7, Ontario
Telephone 423-6900

—or visit the office at 789 Don Mills Road (Foresters Building), 5th floor.

LOW INCOME HOUSING FOR SENIOR CITIZENS

(See Public Housing Page 79).

Homes for the Aged (Senior Citizens Homes)

If you are 60 years or older and no longer able to live alone, you can apply to enter a home for the aged. Some are administered by municipal government and some by voluntary organizations. Some are operated by ethnic organizations where old people who came to Canada as immigrants are able to speak their own language with each other, and enjoy the company of other people of their own national background. These homes receive considerable financial support from the Government of Ontario. They provide for people who are able to be up and about; people who need some nursing care but not hospital treatment; people who are somewhat confused but do not need treatment in a mental hospital.

Some homes serve only one of these categories. Others provide for all three kinds in different parts of the building. Some do not accept new residents who need nursing care but will give this care to people who entered when they were still able to look after themselves.

Rooms usually have two beds but some homes have single rooms and others four-bed rooms. Meals are served in a dining room. The newer homes have chapels, auditoriums, libraries, craft rooms and beauty parlours.

Residents pay what they can and the rest is supplied by government. There are long waiting lists for admission. Apply directly to a home. There is at least one in every municipality.

Foster Home Care

Some old people board in private homes which are operated in conjunction with a home for the aged. The home finds a foster home for the person who wants it. This person has the recreational services of the home available, can go there if he is ill, or can move in completely when this seems advisable. This arrangement is a particularly happy one for the immigrant pensioners who are able to live with persons of their own national group, speak their native language, and enjoy their kind of cooking.

Nursing Homes

Nursing homes for people who need care on a long-term basis are operated as businesses by individuals and organizations. Most of the patients are elderly. Each institution sets its own costs. The Ontario Hospital Insurance Plan can be applied to the cost but each individual is also expected to pay a minimum of \$4.50 per day.

For further information about nursing homes in your community inquire through whatever community information service you use or ask at any institution in which you are interested. Look for listings of nursing homes in the Yellow Pages of the telephone directory.

Social Centres for Senior Citizens

There are social centres for older people in cities and large towns. Some are administered by the municipality, some by voluntary organizations.

Some of these centres are open afternoons and evenings, some only in the afternoons. There is usually a small membership fee. Recreation is provided. There is usually a visiting service for members who are ill. A few centres provide a room rental service or casual employment placement.

Your community information service, public health nurse or church will know where these are located.

Social Clubs for Senior Citizens

In many communities older people are able to join clubs where they meet for friendship or recreation. They may meet weekly, bi-monthly or monthly, and are sponsored by churches or other voluntary organizations.

Other Social Services

There are, no doubt, other services in your community. Your library will have a directory of community services.

HOUSING

Finding a Place to Live	page 73
Renting	73
Tenants Rights	73
Renting Rooms	74
Leases	74
Offer to Lease	74
Security Deposit	74
Subletting	74
Privacy	75
Repairs	75
Eviction	75
Municipal Bylaws	75
Complaints	75
Buying a House	75
Finding a House	76
Inspecting the House	76
The Price	76
The Offer to Purchase	77
The Mortgage	77
Building or Buying a New House	77
Renovating a House	78
Public Housing	79
Housing Emergencies	79

HOUSING

Finding a Place to Live

Relatives find living accommodation for the people they sponsor. The Department of Manpower and Immigration does the same for independent applicants. First living quarters are often temporary and immigrants, before long, usually look for a more permanent place to live.

Renting

People from your own national group will often be able to help with suggestions. If you know what district you wish to live in, you can walk the streets looking for signs which read Rooms To Rent, Apartments to Rent or, in front of large apartment buildings, Vacancy. There are many advertisements in both English-language newspapers and those published in other languages. If you have someone who knows the town to help you, it will save looking at unsuitable places. Single people may be able to stay at the Y which has dormitory accommodation.

In the classified advertisements of the newspapers you will find listings of furnished and unfurnished rooms, flats, apartments, duplexes and houses. A flat is usually one floor or rooms of a house with an entrance, and perhaps bathroom or kitchen, shared with other people. An apartment is self-contained and usually one of many in a large apartment block. A duplex is a house divided into separate living units, usually one upstairs and one downstairs — with separate entrances. A semi-detached house is half a double house, each side having an upper and lower part.

If an advertisement for an unfurnished house or apartment states that it is “equipped,” that means that it has a stove and refrigerator. If you rent a whole house, you usually have to pay for heating it while rent for apartments and flats nearly always includes heat. In most cases you must pay electricity and gas bills. Some apartments will not rent to tenants with pets.

Tenants Rights

There is a law which protects people from being refused accommodation because of race, colour, nationality, ancestry or religious belief. If you have a complaint about discrimination, get in touch with the Ontario Human Rights Commission (See Page 97). There are several offices throughout the province and they are listed in the telephone directory.

Your rights as a tenant are protected by the Landlord and Tenant Act which regulates leases, security deposits, subletting, privacy, repairs and eviction. Some information is given here, but you can obtain a booklet called a Guide to the Landlord and Tenant Act from the:

Social Planning Council of Metropolitan Toronto
55 York Street
Toronto 116, Ontario

English copies cost 25 cents. Italian and Portuguese ones are free.

Renting Rooms

A single room is usually rented weekly, without any written agreement, but it may be rented by the month. If the landlord or tenant wishes to end the arrangement, a week's notice should be given if payment is made weekly, or a month's notice if made monthly.

Leases

When a house or apartment is rented the landlord and tenant usually sign a written agreement called a lease. This is a set of terms which they agree to observe. There are different types. A lease may be for a definite term (such as February 1, 1971 to January 31, 1972). If so, then it is ended on January 31, 1972, and you must make a new one, unless any other arrangement is written into the lease. Another type is for a certain period of time (weekly, monthly or yearly), then it goes on indefinitely, unless the landlord or tenant decides to give notice to end it.

If there is no lease and there is a verbal agreement between the landlord and tenant, the same rules apply. Before you sign a lease, make sure you understand everything in it. If the tenant does not like one of the terms on the printed form, he can ask to have it taken out. A landlord must give a copy of the lease to the tenant within 21 days of its being signed or renewed.

Offer to Lease

Do not sign an Offer to Lease unless you have read it carefully. It usually binds you to signing a lease.

Security Deposit

Security Deposits to cover damages or repairs are no longer legal. However, when you rent an apartment or house, the landlord may ask you for an amount equal to the last month's rent. This is to protect him in case a tenant leaves without notice or does not pay the last month's rent. During the time he has this money belonging to you, he must pay you six per cent interest each year. When you leave, that last month's rent is already paid.

Subletting

If a tenant wishes to leave before his lease comes to an end, he is responsible for finding a new tenant and subletting to him (unless the tenant lives in public housing). The landlord may require in the lease that his consent to the new tenant be obtained first. Such consent can not be withheld without good reason. If the new tenant does not pay his rent or causes damage, the original tenant is still responsible until his lease expires. If the tenant wants to leave without arranging for another tenant, he is still responsible to pay according to the terms of the lease.

If the landlord rents to someone else, however, he can only charge for the time the premises were empty and any expenses he had, such as advertising for a new tenant.

Privacy

Except in cases of emergency, a landlord or a superintendent is not permitted to enter premises without giving 24 hours written notice and the reason for entry. The time he wishes to come must be in daylight hours. A lease may state that a landlord has the right to show the apartment or house at certain hours to prospective new tenants.

Neither the landlord nor the tenant can change the lock on the door without the consent of the other.

Repairs

A landlord is obligated by law to keep rented premises in a good state of repair, and must observe all health and safety standards. The tenant must keep the place clean and repair any damage caused by carelessness or wilfulness on the part of any member of his family or his guests.

Eviction

A landlord cannot force a tenant to leave before his lease runs out without a court order. He must first give the tenant notice in writing. If the tenant refuses to leave, he can then take him to court. If you are a tenant, it is unwise to go to court without getting the advice of a lawyer. If you cannot afford legal advice, consult Legal Aid (See Page 97).

Municipal Bylaws

Each municipality has its own bylaws regarding heat, property repairs, safety housing standards and cleanliness. Ask for a copy of these at your municipal (city, town or township) office.

Complaints

Complaints about housing bylaws go to the municipal office, complaints about discrimination to the Ontario Human Rights Commission. If a landlord or tenant wishes to take a case to court, he must do so through the local County or District Court.

There may be a landlord and tenants advisory bureau attached to your municipal office, which will advise you free of charge. Or, there may be a tenants association in your neighbourhood.

Buying a House

Buying a house is the biggest and most important piece of business most people carry out in their lives. So much is involved that you may lose a lot of money unless you have good advice. It may cost a few hundred dollars to get a lawyer, but it may save you much more than that. Get a friend to recommend one, or ask the law society branch in your area which will give you several

names to choose from. It is not wise for the buyer and seller to use the same lawyer and it is not wise for the buyer to use a lawyer recommended by the real estate agent. Each should have his own lawyer to represent his interests.

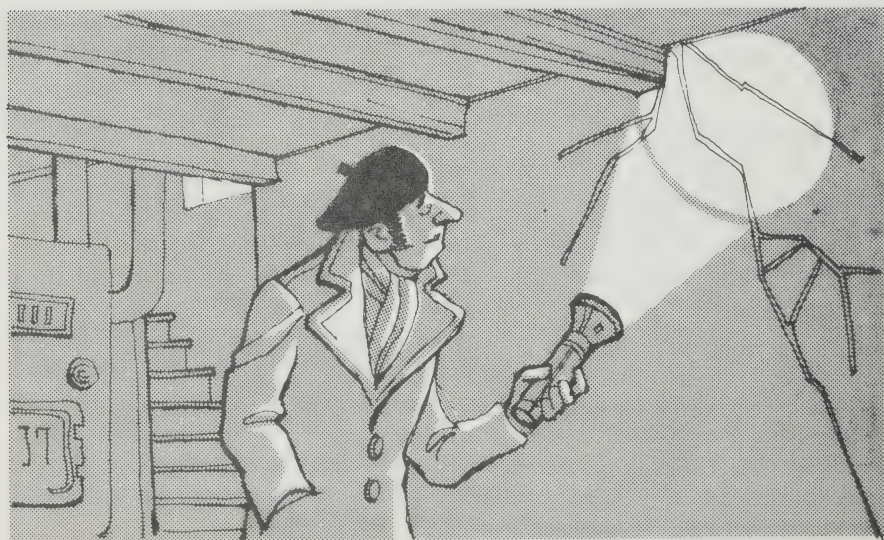
Finding a House

Real estate agents have lists of houses to show you. There are advertisements in the newspapers and For Sale signs on houses.

Inspecting the House

Inspect several houses thoroughly. If you are not sure that a house is worth the price asked, you can get a real estate appraiser to tell you approximately how much it is worth. You would have to pay him for this. Above all, inspect the house thoroughly for defects. Once you have signed the offer you must take the house in the condition it is. You cannot request to stop the deal or ask for a reduction in price because of defects you discover afterward.

If you want to rent rooms or carry on a business in your home, check zoning regulations to see if this is permitted. You can do this at the office of your municipality.



The Price

Make sure the total price is not more than you can afford to pay. At the time you begin payments you will have to pay the down payment, the lawyer's fee, insurance, some property taxes and moving costs and perhaps a

mortgage brokerage commission fee. During the year there will be monthly payments on the mortgage — or mortgages — insurance and taxes; and there will always be a few repairs.

The Offer to Purchase

When you have decided on a house and know how much money you are willing to pay, you sign a form offering a certain amount of money for the house. **This is called The Offer to Purchase and is a binding legal form. Once you sign it, you cannot change your mind, even if you have paid no money. You have made a legal agreement to buy the house. Do not sign unless you are sure you want the house.** Before you sign have your lawyer examine the offer. It may be in your interest to add, remove or change certain conditions which you do not realize are important.

The seller may want to make some change in the offer. When changes are made, both the seller and the buyer must put their initials on the changes. Husbands and wives should both sign agreements and should both initial the changes. Either the seller or the buyer can refuse to initial a change proposed by the other if he does not agree to it.

If accepted and signed by both parties, anything which is written in the Offer to Purchase cannot be taken out and anything **not** in it cannot be claimed. If the offer includes house fittings, be sure this is **written in**. These may be rugs, window blinds, TV antenna, curtain tracks, aluminium doors, screens, storm windows, boilers, oil tank, stove, refrigerator, or other furnishings such as light fixtures. Make sure that any verbal promises made by the person selling the house or by the real estate agent are also written into the agreement.

The Mortgage

Very few people can pay for a house at once. They make a down payment then take a mortgage for the rest. When you get a mortgage you are borrowing money and have to pay interest for the use of it.

Examine the terms of payment carefully. Many buyers like what is known as an open mortgage. You make regular payments, but can make extra payments any time and pay it all off whenever you wish. There is also what is known as a closed mortgage. The terms may state that you can pay any amount you want, but you can make payments only on certain dates. Or the terms may be arranged that you always pay the same amount and always on the same dates, which may be monthly or every three or four months. If you are buying a house which is already mortgaged, the terms of this mortgage cannot be changed. Before you buy make certain you are able to meet those terms.

Building or Buying a New House

Some people buy a lot and employ a builder or buy a house under construction. Anyone interested in buying a new house can get a list of the ones under construction from a Home Builders Association in the district where he lives. The association also provides a list of reliable builders for people who

want a house built. In the case of a house under construction, the offer should contain certain very important and complicated clauses. Be sure to discuss the offer with your lawyer before you sign it. Anyone buying a new house should get in touch with:

Central Mortgage and Housing Corporation
650 Lawrence Ave. W.
Toronto 392, Ontario
Telephone: 781-2451

This is a Federal Government agency responsible for the administration of the National Housing Act. The corporation has a number of free publications in English and French. These outline the procedure to obtain a National Housing Act loan to purchase a new or existing house.

Renovating a House

If you plan to renovate your house and if the renovation makes a change in the structure of your house, you must get a permit from the licensing commission of your municipality. If you are employing someone else to do the work, make sure you get a qualified person who knows the building code, that is, the building regulations made by your city. When the alterations are completed they must be approved by the municipality. If you employ an electrician or plumber who does not have a licence and he makes mistakes, the municipality will force you to have the work redone.

If you make extensive changes in the structure of your house, or add additional buildings, such as a garage, this will raise the value of your property. In most municipalities it will make your taxes higher.



Public Housing

There are government plans which provide housing for families, senior citizens and students at a rent based on income. This rent may be lower than for similar housing in the regular housing market. Usually the housing consists of apartments or row housing. There are also some single or semi-detached houses.

There is a long waiting list for this type of housing and those who need it most get preference. When an application is made, the applicant's situation will be very carefully considered — income, size of the family, amount of rent now paid, need for immediate housing. Rents are based on the size of the family income. Housing ranges from bachelor apartments to five-bedroom units. Strict rules apply to the number of persons who can live in an Ontario Housing home.

Senior citizens who apply for housing must be at least 60 years of age, residents of the community where the housing is located, and be able to take care of themselves.

Further information may be obtained from a housing registry, if there is one in your municipality, or from:

The Ontario Housing Corporation
101 Bloor St. W.
Toronto 5, Ontario
Telephone: 966-3600

Housing Emergencies

People who suddenly find themselves without housing, because of fire, because they have been evicted, or for any other reason, can usually find help through their municipal department of welfare.

MANAGING YOUR MONEY

Buying for the Home	page 81
Buying at the Door	81
Credit Buying	82
Credit Counselling Service	83
Banks and Trust Companies	83
Opening an Account	84
Paying Bills	84
Sending Money	85
Travellers Cheques	85
Safety Deposit Box	85
Credit Unions	85
Loans and Mortgages	86
Investment	86
Insurance	86
Life Insurance	86
Health Insurance	87
Accident Insurance	87
Fire Insurance	87
Burglary, Robbery and Theft Insurance	87
Automobile Insurance	87
Complaints	87
Taxes	88
Income Tax	88
TAXATION YEAR	88
EXEMPTIONS	88
PAYMENT	88
Sales Tax	88
Property Tax	89

MANAGING YOUR MONEY

Most immigrants arrive in Canada with very little money, so earning money and spending it wisely is important to them. Canada is wealthier than many countries and the wide choice of interesting things to buy is a temptation. It takes some time to learn the value of Canadian money and to understand how money transactions are carried out here. For these reasons it is wise to be careful about spending money in the beginning.

Buying for the Home

You will see Canadians with well-furnished homes and expensive cars and who appear to have plenty of money to spend. Remember that it likely took them years to reach this state and that in many cases these possessions are probably not all paid for yet.

Housing is very expensive in the cities and many immigrants save money in the beginning by living in rooms rather than expensive apartments. When you get a place of your own you will want furniture. You can watch for furniture sales. Sometimes whole newspaper pages advertise sales of furniture, household articles and clothing. Some stores in the cities guarantee you satisfaction or your money back. If you are dissatisfied with a purchase, these stores will exchange it. In some cases they may even return your money.

Some immigrants and some native-born Canadians who have not much money to spend buy furniture at secondhand shops, then paint it or recover it themselves. There are a few shops operated by religious and other voluntary organizations which are able to sell very cheaply because people give them old furniture, household articles and clothing. Some of these shops employ people with physical handicaps. Ask your information service where to find them.

A great deal of money is spent on advertising. It is illegal for any advertiser to make false claims for a product but he can make the products look very attractive and still remain within the law. In order to persuade people to buy, storekeepers sometimes offer small gifts with a purchase. These may be cheap little toys for children for it is expected they will nag their parents to buy the box with the toy inside. Do not be fooled by tricks to induce you to buy. You may find you have bought a great many things you do not need.

You should save money in the summer for extra costs you will have in winter. You will need winter clothing. Food costs are higher in winter. If you have a house, you will likely have to pay for heat.

Buying at the Door

Salesmen will probably call at your home or will try to make sales to you by mail or over the telephone. You are under no obligation to buy from them or even let them into your home if you do not wish. Do not be fooled by

promises of free gifts or an easy way to make money at home and do not be rushed into making a quick decision.

Do not sign contracts unless you understand them and are absolutely sure you are not making a mistake. If you should sign a contract at your home with a door-to-door seller for more than \$50, and later change your mind, you can cancel the contract if you advise the seller in writing within two clear working days either by registered mail or by delivering a letter personally. These two days do not include Sunday, a legal holiday or the day you receive the copy of your contract.

Complaints about the selling of articles and services, such as TV sets, sewing machines, vacuum cleaners, refrigerators, washing machines, furniture, rugs, home driveway paving, home improvements and repairs are handled by a Government of Ontario ministry.

If you are uncertain about a purchase you wish to make or if you have a complaint about a purchase you can get in touch with this ministry which has the power to protect buyers and sellers. Write or telephone:

Consumer Protection Bureau
Ministry of Consumer and Commercial Relations
555 Yonge Street
Toronto 284, Ontario
Telephone: 965-6471

There are offices in cities and larger towns listed in the telephone directory. If you live in Toronto or Ottawa you can telephone the Better Business Bureau to ask advice and to ask for a report on the reliability of a company you are dealing with. They will also investigate complaints. These bureaus have staff who speak several languages. Check before you make a deal if you are in doubt.

There is an association run by women to protect consumers (buyers of goods and services). You can address questions or complaints to:

The Consumers Association of Canada (Ontario)
353 Sherbourne Street
Toronto 225, Ontario
Telephone: 922-3153

Credit Buying

Many Canadians buy on credit, that is, they buy now and promise to pay later. Of course, they have to pay interest on the money unpaid. Buying on credit is very convenient but be careful because it is easy to find you have promised to pay so much each month you do not have enough left for rent or mortgage, food, heat and other family necessities. Then creditors begin pressing for payment which adds to your worries.

There are several methods of buying on credit. You may have a charge account at a store or you can buy gasoline, fuel and other commodities this way. Each time you buy something you show your card and sign a bill. At the



end of a month or a year, depending on the agreement you make, you receive a bill for the total amount you have purchased during that time.

You may buy articles, such as a car, furniture, clothing or household equipment and sign an agreement to make regular payments until they are completely paid. You get the article earlier, but it costs more because there is interest added to each payment. The contract you have signed may be sold to a finance company to which you will make the instalment payments (See Loans and Mortgages Page 86).

Read everything you sign carefully and make sure you understand it. Once it is signed, you must fulfil all the terms. Take note of how much interest you are paying.

The contract must include the amount of money involved, the percentage rate of interest, the dates on which payments are to be made, and the total cost, including interest.

Before buying anything, consider how long it might last. It is not pleasant to keep on making payments long after the article you have bought has worn out or you no longer need it.

Credit Counselling Service

If you should find yourself seriously in debt because of buying on credit, find out if there is a credit counselling service in your community and use it. This service advises and helps people with debt problems and makes no charge.

Banks and Trust Companies

Do not keep large sums of money on you or around the house. Open an account at a bank, a trust company or a credit union (See Credit Unions Page 85). These institutions are closely regulated by the Federal Government and

money deposited with them is safe. Even if there is a robbery your account is insured. Most bank or trust company branches have staff who speak the languages of people who live in the neighbourhood.

If you want good advice on financial matters, go to a bank or trust company manager. He neither charges nor makes any money himself by advising you. It is part of his job and he will be glad to help you.

A trust company is something like a bank, but it performs a few extra services which a bank does not. It manages investments and property, and collects rents and payments. It settles and helps to plan estates. A person may name a trust company in his will to settle his estate when he dies. Banks are open from 10 a.m. to 3 p.m. from Monday to Thursday and on Friday until 6 p.m. Some trust company branches stay open later in the evenings and also open Saturday mornings.

Opening an Account

To put money in a bank or trust company you must open an account. There are several different kinds of accounts. On some you can write cheques, on others you cannot. Some pay a higher interest rate than others.

Tell the clerk at the counter if you want help in deciding the best account for you and ask if you can speak to the manager about it.



Paying Bills

You can pay hydro, telephone and gas bills at the bank or at most trust companies. They make a small charge for this service. How much the charge will be for this depends on what kind of account you have, how many cheques you write, and how large your account is. You can also pay bills by mailing a cheque or paying direct at the utilities office.

Make sure you have enough money in your account to cover the cheques you write. It is a criminal offence to write a cheque if you do not have enough in the bank to cover it. However, the bank may decide to pay it but will charge you for this when you put more money in the account. If you have two accounts, the bank may transfer enough from the second account to cover the cheque. But there is a charge for this, usually \$2 to \$5.

If you have good reason, you can stop payment of a cheque at a bank or trust company. If a cheque is lost you should tell the bank immediately to stop payment, so that a person finding it cannot use it. You will have to pay \$2.50 to \$3 for this service. You should also notify the bank if you lose a cheque book.

Sending Money

If you want to send money through the mail you can buy a money order at a bank, trust company or post office. It is suggested you use a bank or trust company for money orders outside Canada.

Small post offices usually handle those going to United States or Britain and sometimes other countries, but are not equipped to deal with money exchange rates all over the world. They will accept money orders but they will be processed through Ottawa which takes longer.

The cost of a money order depends on the amount being sent. Keep your receipt so you can get your money back if the order is lost. It will take some time to check.

If you have to send money long distance in a hurry, a bank or trust company can telegraph it almost anywhere in the world. Many people send cheques to other parts of Canada through the mail.

Travellers Cheques

It is safer to carry travellers cheques than cash on a trip. You get them at a bank or trust company and exchange them for money as you need. You sign them when you buy them and they cannot be cashed until you sign them a second time so the signatures can be compared. If they are lost, stolen or destroyed, the bank will refund your money. Keep a record of those you cash on the forms provided. Also keep the list of the numbers in a separate place in case you lose the cheques. You can also exchange Canadian money for foreign currency at the head offices of bank or trust companies.

Safety Deposit Box

Safety deposit boxes can be rented at a bank or trust company from about \$5 a year and up, depending on size. This is a safe place to keep citizenship papers, mortgage papers, wills, insurance policies and other valuables. You are given two keys. No one at the bank can open your box without your key.

Credit Unions

A credit union is a financial co-operative owned and operated solely for and by its members. Members belong to the same organization. They may work for the same employer, go to the same church or belong to the same society. Many people from the same national groups have formed credit unions.

The members receive interest on their deposits and can borrow from the credit union. Because it is non-profit any surplus is returned to the members at the end of a year. Interest on loans is kept as low as possible. Decisions about the operation of the credit union are made by the members.

Some credit unions are small, operated by volunteers or part-time staff. Others are large, own their buildings and employ their own staff. You can use them as you do a bank for paying bills, sending money orders, buying travellers cheques or renting safety-deposit boxes.

For further information ask at your church, your place of work or at an organization in your national group to see if they operate a credit union. Telephone or write:

Ontario Credit Union League
Credit Union Drive
Toronto 375, Ontario
Telephone: 757-8731

Loans and Mortgages

If you need to borrow money you can approach a bank, trust company or credit union, which may make you a loan. They are careful about this. They like to know you for some time and almost always like to have some security against something you own, such as a house, a car or an insurance policy. They also arrange mortgages for buying and building homes (See Homes Page 72).

Consumer loan companies — also known as finance companies — are another source of personal loans in Canada. They ask for less security than banks or trust companies. This means they take greater risks and therefore ask higher interest rates.

By law, any organization making a loan must provide a contract which will tell you what the total cost will be. Be sure to read it carefully.

Investment

Investing money in stocks, bonds, property, or mortgages can be a good idea, but it can also be risky. Try to get good advice. Ask a manager of a bank or trust company. If he does not feel he can give this kind of advice he may refer you to someone else.

Insurance

Most people think it wise to carry insurance against losses which they cannot foresee or prevent. Choose your insurance salesman with care. Inquire among your fellow countrymen about ones who have experience and a good reputation.

Life Insurance

The head of a family usually carries life insurance to protect his family if he should die. His family will then have enough money to carry them through a difficult period. They may get a lump sum at the time of his death or a sum each month, depending on the kind of plan he has bought. There are many

different plans. Some people do not carry enough insurance. Others buy more than they can afford. Discuss your situation carefully with the salesman to discover the best for you.

Some companies have insurance plans which their employees can join. These may be group plans, which are cheaper.

It is illegal for a salesman to persuade you to drop the insurance plan you have and change to a different plan in his company. This is likely to cost you more money because you will lose some of the benefits you have already paid for. If you want to change ask the company with which you are already insured. They likely have a similar plan to which you can transfer without losing benefits, if you wish.

Health Insurance

(See Page 51).

Accident Insurance

If your work is dangerous it may be wise to take out accident insurance in case your earnings are reduced because of an accident.

Fire Insurance

If you have bought a home, be sure to get fire insurance. If you lose your home, your furniture and personal belongings through fire it could take years to replace what you have lost.

Burglary, Robbery and Theft Insurance

You can insure your possessions against burglary or theft whether they are in your house, your car, or when you are travelling. You are, of course, expected to use care to protect them by locking your house or your car.

Automobile Insurance

(See Page 104).

Complaints

Complaints about insurance should be directed first to the manager of the company with which you are insured. If you are still unsatisfied you can write or telephone:

Superintendent of Insurance
Ministry of Consumer and Commercial Relations
555 Yonge Street, Toronto 284, Ontario
Telephone: 965-1761

Taxes

Income Tax

Every one who has an income over an amount stipulated by government must report his earnings on an income tax form. The amount for most people at time of printing is \$1,600, which includes \$100 allowance for medical expenses or charitable donations. Persons over 65 receive an extra exemption of \$650. Income may be from wages, rentals or investments, such as the interest on stocks, bonds and bank accounts. One is also required to report tips and part-time earnings beyond his regular income.

There is a tax on 50 per cent of anyone's capital gains during the year. This is profit made by selling something for more than was paid for it. The house you own and live in is exempt. Ask the income tax office for further details.

TAXATION YEAR

Taxes are paid between January 1st and April 30th each year on the income for the previous year. There are fines for late returns and penalties for deliberately making false declarations.

EXEMPTIONS

A taxpayer may claim exemptions for his dependents and for other reasons. Complete information on these is available in the income tax guide.

An immigrant whose wife and children have not yet arrived should get in touch with his local income tax office to see if he can claim exemption for them.

Child care expenses for 1972 will be deductible under certain conditions. Parents entitled to deductions should obtain receipts. These must include the social insurance number of the person caring for the children. For details, obtain the booklet provided by the income tax office.

PAYMENT

Employers deduct income tax from their employees' pay and send it to the taxation office. By March 1 they must give each worker a T4 form showing his earnings and how much income tax has been taken off. The worker will also receive T5 forms from his bank or forms from other investments to show other earnings. These forms must all be included with the income tax return form. If you find you still owe taxes or too little tax has been paid, the money owing should be enclosed with your return. If you have overpaid your tax, the office will send a refund by cheque.

In some towns and cities there are free income tax clinics open in the evenings to help people with tax forms.

The staff in your local income tax office will give information, either personally or by telephone to people having difficulty filling in income tax forms. Most of them have workers who speak several languages.

Sales Tax

Many articles which you buy have a five per cent sales tax added. Some items are exempt, such as children's clothing, books and most food. A 10 per

cent tax is added to restaurant meals costing more than \$4.00. People should also realize they pay taxes on automobiles, gasoline, liquor, tobacco and entertainment.

Property Tax

Every one who owns property pays taxes to the municipality. This is applied mainly to the cost of education, police and fire protection, garbage collection, the upkeep of roads, streets and parks. The more valuable the property, the more the owner pays. Mortgage payments on a house often but not always include taxes. Tenants contribute to the landlord's taxes through their rent.

Usually taxes can be paid in instalments spread over three, four or six payments a year. If the payment is late interest charges are applied which increase progressively the amount to be paid. If taxes are unpaid for three successive years, the municipality can sell the property in order to recover the taxes and late payment charges owing.

For further information regarding property taxes, get in touch with the city, town or township clerk in your municipal office.

THE LAW IN ONTARIO

The Law in a Free Society	page 91
Police Forces	92
Police and the People	93
How the Law Works	94
Taking Legal Action	94
Arrest	94
At the Police Station	94
Bail	95
In Court	95
Jury Trial	95
Sentences	95
Appeals	96
Consequences of a Criminal Record	96
Family Court	96
Juveniles	96
Family Matters	96
Legal Aid	97
Ontario Human Rights Commission	97
Canadian Civil Liberties Association	97

THE LAW IN ONTARIO

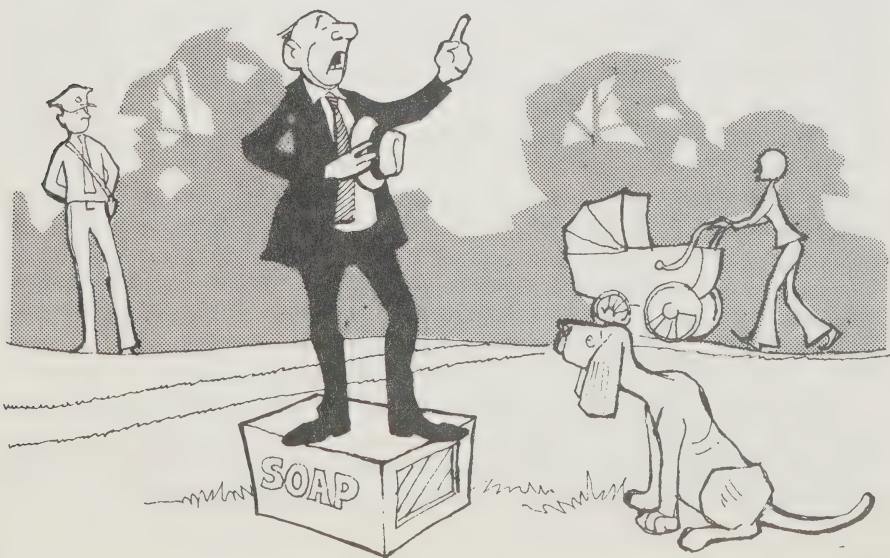
The Law in a Free Society

In the Province of Ontario most people believe that the laws give a large measure of freedom to the individual and that, on the whole, they are lucky to be living in this kind of society. This does not mean that the system is perfect. People you ask will probably tell you about laws they think are bad, but they are not likely to agree on which these laws are. There are bound to be some injustices, and there are always laws that need changing. To be able to do something about it is the great strength of a democracy.

While laws are in effect people are expected to obey them, but in Canada we can help change those we do not like. Laws are made by the people we elect to our federal, provincial and municipal governments. It is their business to pass the laws the majority of people want. It is our business to elect the kind of government representatives whom we think will make good laws and it is our responsibility to let them know what we want.

There are several kinds of freedom we value highly, such as freedom of speech, freedom of the press, freedom of religion, freedom of movement, and freedom of assembly. There is, of course, never complete freedom. With every freedom there is a responsibility to respect the freedom of others.

Freedom of speech means that we are free to say what we wish without fear of punishment. But there is a limit. We cannot make false statements or statements which will endanger anyone's reputation or his means of earning his living.



Freedom of the press means that newspapers can publish anything they wish, but the same rules apply. A newspaper can be sued for making false statements or statements damaging someone's character. No reputable Canadian newspaper will publish an anonymous letter. Occasionally a person may write to the newspaper giving his name but asking that it not be published because it would cause him trouble or embarrassment. In such a case the editor could write "name withheld" at the end of the letter.

Freedom of religion ensures that any person can practise any religion he chooses.

Freedom of movement means that a person has freedom to travel anywhere in Canada and to choose the place where he wishes to live.

Freedom of assembly permits people to meet to discuss anything they wish. You will hear about protest demonstrations and marches when people gather to show their objection to an employer, an organization, a business or factory, the government or another country. This is legal, as long as no violence is used. If the crowd becomes disorderly or violent, the police have authority to take control.

In Canada an arrested person is presumed innocent until proven guilty beyond a reasonable doubt. His case must be heard as soon as possible at a fair and public hearing. This is to protect the individual.

Federal, Provincial and Municipal Laws (See Page 112).

Police Forces

There are police forces at all levels of government.

The Royal Canadian Mounted Police (RCMP) force is employed by the Federal Government. In more remote parts of Canada and in the rural areas of provinces other than Ontario and Quebec this is the only force. When Canada was less thickly populated and there were few railways, no highways, cars or airplanes, this police force carried responsibility for large areas which they travelled on horseback. They now use more modern methods of travel but are still known as "mounted" police and sometimes with pride and affection, are referred to as the "Mounties".

The Ontario and Quebec governments employ their own provincial police. The Ontario Provincial Police (OPP) has offices in cities and towns and posts on the highways which they patrol regularly. In the rural areas and in villages not large enough to have a policeman, the provincial police are the responsible force.

Towns with a population greater than 5,000 are required by law to have their own force. If you live in a city or town, you will see these police officers directing traffic, patrolling streets and parks and generally looking after the protection of people.

Some cities have youth bureaus attached to their forces whose members are policemen and policewomen trained especially to deal with youth. They work primarily with parents, teachers and others to keep young people out of trouble, but they also work with young people who have committed offences.

The different police forces co-operate closely. If you see a crime, it is your duty to report it to the police.



Police and the People

People look to the police for protection and teach their children to do the same. There is no need to be afraid of them.

Most people have few dealings with the police and these are most often over traffic violations. However, people should know their legal rights and what authority police have. These are described later in this chapter, but you may have casual dealings with the police and may not be sure how you should handle these.

A policeman may stop you on the street or may call at your door for information. There is no need to be alarmed. You do not have to give him information, but if you do not wish to give him information he may become suspicious and think you have something to hide.

A policeman cannot enter your home without your permission, except for two reasons. If he is chasing someone and sees that person enter your house, with or without your knowledge or permission, he has authority to go wherever necessary to catch him. If the policeman thinks you are hiding someone wanted by the police or that you have something illegal in your home, such as illegal drugs or stolen property, he can get a search warrant, a written document giving him authority to search your home and telling why. He must show you the search warrant.

A few policemen on each police force work in ordinary clothes instead of uniforms and are known as "plainclothes men." They all carry badges or identification cards to show they are police officers.

People are expected to obey the police in the lawful performance of their duties. If they do not, a policeman is authorized to take whatever action is necessary. If you see a policeman enforcing a law you do not approve of, remember he did not make the law. It was made by the elected representatives whom the people voted into office for that purpose. As long as the law is in effect, the policeman must enforce it, whether he likes it or not. That is his job.

If you want the law changed, talk to your elected government representative about it — your MP, MPP, alderman or councillor. If you do not like the manner in which a policeman is carrying out his duties you can report him to the force which employs him or to your elected government representative.

How the Law Works

When there is any dispute concerning the legal rights of an individual or an organization or when a law is broken, a legal process is available by which the matter can be settled.

Taking Legal Action

A person or an organization may take legal action against another person or organization. A person or organization involved in legal action is called a “party” in legal terms. When a party takes action of this kind, he sues the other party and the action is called a lawsuit.

The party who is sued receives a summons to attend court where the party suing him produces evidence to prove his claim against him.

Sometimes lawyers for both parties come to an agreement and the matter is settled out of court. This saves court action which takes time and is expensive.

Arrest

A policeman may arrest a person and lay charges against him, in which case he is acting on behalf of the government. He must be fairly sure the person is guilty because he knows that he must produce evidence in court to prove it.

A policeman may ask a person to accompany him to the police station for questioning but unless that person is under arrest he does not have to go. If arresting a person, a policeman must tell him so and for what reason.

At the Police Station

A person, whether arrested or not, does not have to answer any questions at the police station. If he does answer questions, anything he says may be used against him in a trial. If he wishes to make a statement he should not do this without the advice of a lawyer.

It is the practice to permit an arrested person to call one person, such as a relative or a lawyer, but if he does not reach that person with the first call, he is allowed to make any reasonable number of calls until he does so. He cannot tie up the telephone at the police station.

If, after questioning, the police feel they have enough evidence, they can charge the arrested person with the offence.

Bail

By putting up a certain amount of money or some security such as the deed to his house, a person charged with a serious offence may return home after arrest and appear in court at a later date. This is known as “bail”. The amount he has put up is decided by a justice of the peace. If a person on bail does not come to court an order will be issued for his arrest and he is likely to lose what bail he has deposited.

A person may be allowed to go home without bail if the offence is not serious and if it is felt he is a very reliable person. He is released on his own promise to appear in court.

In Court

When the accused person appears in court, he may plead “guilty” or “not guilty”.

He can defend himself in court, but very few people do because the law is very complicated. People usually get a lawyer. At the trial the accused person’s lawyer will defend him and the Crown attorney (lawyer representing the government) will produce all the evidence he can to bring forth the truth. An accused person must be proved guilty beyond reasonable doubt to be convicted.

If he cannot afford a lawyer, an accused person can get one free or at low cost through Legal Aid. Interpreters are provided for those needing them. (See Legal Aid Page 97).

Jury Trial

In lower courts cases are tried by a provincial judge, but in higher courts where more serious offences are tried an accused person can ask to be tried by a judge or by judge and jury. A jury is made up of 12 people for a criminal trial and six for a civil case. The jury must make the decision as to whether or not the accused person is guilty after which the judge decides on the punishment.

Sentences

The sentence or punishment may be a fine or imprisonment, or both. Instead of being imprisoned a person may have his sentence suspended for up to three years. If he behaves himself for that period on probation he will not go to prison at all. If he breaks his probation the judge may sentence him to prison.

Persons awaiting trial or serving sentences up to 30 days are held in provincial jails or regional detention centres. Sentences from one month to two years less one day are served in correctional centres operated by the Government of Ontario. Offenders sentenced to two years or more are sent to penitentiaries administered by the Federal Government. Provincial and federal correctional institutions operate a wide variety of programs, including academic and vocational training and counselling, to help rehabilitate offenders.

Appeals

If an accused person thinks his case has not been fairly heard, he can appeal the decision and, if his appeal is granted, he may have a retrial in a higher court. The Supreme Court of Canada is the highest court, from which there is no further appeal.

Consequences of a Criminal Record

Once a person has been convicted of a criminal offence he has a criminal record. He will find it harder to get a job and difficult to be bonded. Certain government jobs may not be open to him. Some countries will not allow him to enter as an immigrant.

Family Court

Juveniles

Young persons between seven and 16 years of age who break the law appear in a family court. Special efforts are made in this court to keep young people from becoming criminals. Family courts also assist young people who have been neglected by their parents. This is where the Children's Aid Society takes its cases. Adults are tried in this court for contributing to juvenile delinquency.

These courts are not open to the public and it is not permitted to report in newspapers the name of someone under 16 charged with an offence. Interpreters are available. Records are kept confidential so that no child who appears in a family court need grow up with a criminal record.

A child may be referred to the Children's Aid Society for supervision. A teen-aged child may be put on probation which means that a probation officer will keep in touch with the child and his parents. His job is to keep young persons from becoming delinquent. Juveniles are not placed in prison with adults but may be sent to special institutions for youth known as training schools.

Family Matters

Family courts also hear cases regarding family problems such as a marriage dispute or financial support for a wife and children. (Divorces are dealt with by a different court). These cases are not open to the public and records are confidential.

Counsellors help and advise families and try to settle matters if possible without court action. Duty counsel is available, that is a legal aid lawyer attached to the court who can give advice to the accused about such things as bail or guilty and not-guilty pleas. Interpreters are available but not in all languages.

The Family Court is a provincial court. Look for it in your telephone directory under

Government of Ontario
Ministry of the Attorney General
Family Division

Legal Aid

The Law Society of Upper Canada operates a plan for the Government of Ontario which provides a lawyer either free or on terms the person can afford. Application can be made directly to your area legal aid office, to your own lawyer, or through duty counsel at the court. A person receiving a legal aid certificate may take it to the lawyer of his choice or may choose a lawyer from the panel list held in the area office.

For further information contact your area legal aid office in the telephone directory under Legal Aid.

Ontario Human Rights Commission

The Government of Ontario operates a service to make sure the Human Rights Code is observed. This code prohibits discrimination in employment, public accommodation and housing on the grounds of race, creed (religious faith) colour, nationality, ancestry and place of origin. It also prohibits discrimination in employment on the basis of age against persons 40 to 65 years of age.

Any person who feels he is suffering discrimination for any of these reasons should get in touch with the nearest office of the Ontario Human Rights Commission. There are offices in Toronto, Ottawa, Windsor and Thunder Bay. The head office is:

Ontario Human Rights Commission
12th Floor, 400 University Avenue
Toronto 1, Ontario
Telephone: 965-6841

Canadian Civil Liberties Association

If you think your civil rights are being disregarded, there is a non-governmental organization which may help you. Its services do not overlap with that of the Human Rights Commission and they are free of charge.

Write, telephone or apply personally to:

Canadian Civil Liberties Association
1554 Yonge Street
Toronto 290, Ontario
Telephones: 929-5775
929-9741

DRIVING A CAR

Learning to Drive	page 99
Licences	99
Getting a Licence	99
Chauffeur's Licence	100
Motorcycle Licence	100
New Residents	100
Visitors	100
Change of Address	100
Buying a Car	100
The Dealer	100
Certificate of Mechanical Fitness	101
Inspecting the Car	101
The Deposit	101
The Warranty	101
The Purchase Order	102
Change of Ownership	102
Safe Driving	102
The Demerit Point System	102
Accidents	103
Safety Inspection	103
Automobile Insurance	104
Public Liability	104
Accident Benefits	104
Collision	104
Additional Coverage	104
Passengers	104
Uninsured Motorist's Fee	104
Motor Leagues and Associations	105

DRIVING A CAR

Many immigrants, especially young men, are anxious to own and drive a car as soon as possible. A car is sometimes a necessity for a family but it can be a very expensive item. It is wise to delay buying it until you are sure you can afford it. Otherwise it may keep you in debt. When you do buy it, you must exercise care in order to get your money's worth.

The cost of the car itself is not the only item of expense. If you do not pay cash for it, the monthly payments increase your costs. You must pay for gasoline, insurance and licence plates, and you must allow for repairs, especially if you buy a used car. You may also have to pay parking. Cars also lose their value quickly as they get older.

Learning to Drive

You must get an instruction permit while learning to drive. This is good for 120 days but, during this time, you must always have a licensed driver in the seat beside you while driving. These forms can be obtained at any Driver Examination Office of the Ontario Ministry of Transportation and Communications or at the office of any agent who sells licence plates and permits.

A person who is 16, but not yet 17, must have the signed consent of a parent or guardian to get an instruction permit. There is a place for the signature on the back of the application form.

You can get The Driver's Handbook prepared by the Ontario Ministry of Transportation and Communications at any of these offices or you can request a copy from the Motor Vehicles Branch or a driving school. The free booklet tells you how to get a licence and how to be a safe driver. Study it carefully.

Licences

Getting a Licence

To get a driver's licence, you must be over 16 and pass a driver's test. Part of the test is written and part is a road test. You may write the exam in English or French and may take a dictionary with you. It is a criminal offence to have any one substitute for you in a test.

Driver examiners of the Ontario Ministry of Transportation and Communications give the test. There are examination centres in larger cities and towns. The written exam is free and the road test costs \$8, after which you must buy a licence. You may be asked for identification and proof of age. The licence is renewed every three years for \$9. The renewal time is related to your birthday so the first one may be for a shorter period of time and may cost less than \$6.

Chauffeur's Licence

If you work as a taxi driver or truck driver you must obtain a chauffeur's licence by passing a special test.

Motorcycle Licence

A special test is needed to get a motorcycle driver's licence.

New Residents

If you come to Canada with a valid driver's licence from another country you may use that licence for 30 days. This gives you time to take a test and get an Ontario licence.

The same rules apply for persons from other provinces except that they do not have to take a test.

Visitors

A visitor over 16 who holds a licence from another Canadian province does not require a licence.

Visitors from abroad do not require Ontario licences if they are over 16, hold valid licences from their own country, have valid International Driver's permits and have not lived in Ontario more than three months in any one year.

Change of Address

If you change your address you must fill in the form on the back of your driver's licence and mail it within six days by registered letter or take it to the:

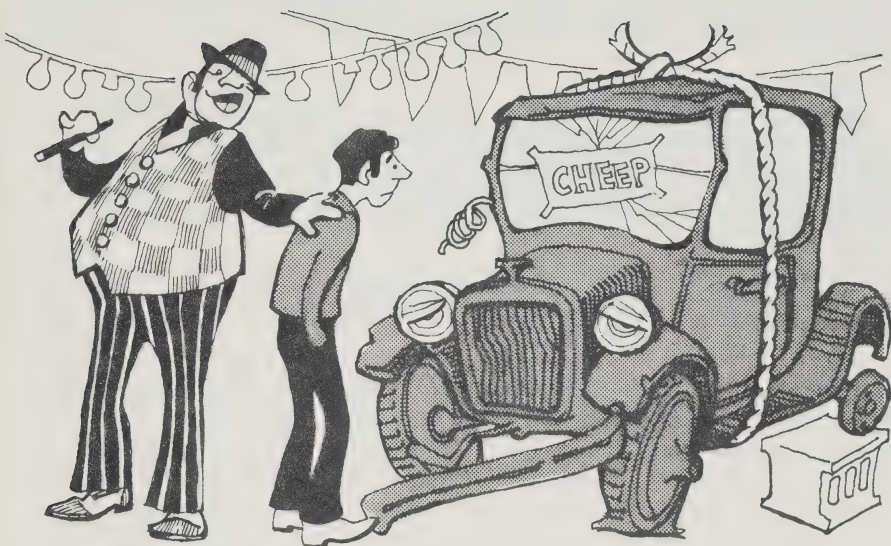
Motor Vehicle Branch
Ministry of Transportation & Communications
Ferguson Block, Wellesley St.
Toronto 182, Ontario
Telephone: 965-6663

Buying a Car

Buying a used car can be very risky. It is a temptation to buy a used one because the price is lower but repairs can be very expensive and, if you buy the car on credit, the total cost may be high by the time you have finished paying for it.

The Dealer

Select your dealer carefully. If you can, check with people who have bought cars from him, with the Consumer Protection Bureau (See Page 82) or Better Business Bureau (See Page 82). If you are buying a used car from an individual, check the automobile's registration to see if he really owns it. This can be done by telephoning or writing the Motor Vehicle Branch. Check his driver's licence also to ensure the name and address is the same as that shown on the registration.



Certificate of Mechanical Fitness

Every used car which is sold must by law have a Certificate of Mechanical Fitness. A car dealer selling a car must take responsibility for signing the certificate. If he chooses he can remove the licence plates and sell the car with an "unfit" permit issued by the ministry. The buyer then becomes responsible for getting the certificate.

In a private sale the Certificate of Mechanical Fitness must be completed and signed by a licensed mechanic.

Inspecting the Car

Examine the car carefully in daylight for wear, body damage and wheel alignment. Take it out and test it on the road at different speeds.

The Deposit

Do not make a deposit (down payment) unless you are sure you intend to buy the car. Some dealers will give you back your deposit if you change your mind, some will not.

The Warranty

New cars have guarantees or warranties for a certain time or number of miles, usually whichever comes first. This means free replacement for some parts and, in some cases, free labour. The buyer of a used car has to pay a fee to have the warranty transferred to him. It can only be transferred once. The Certificate of Mechanical Fitness is not a warranty. If there is no warranty, this should be stated on the sales contract. If there is one, it must be spelled

out. Do not accept verbal promises from the person selling the car because you cannot force him to keep them unless they are written.

The Purchase Order

When you buy from a dealer you will receive a copy of the purchase order which includes the names and addresses of the buyer and seller, a detailed description of the car, the price, the amount of the deposit and any other charges for which you are responsible. If it is a used car the mileage must be written on the order.

If you are trading in an older car on a new one, details of the trade-in must be included, such as licence number, mileage and the money allowed for the old car. The dealer is responsible for this.

If you are buying a used car and you arrange through the dealer to finance it, all information concerning payments, interest charges and rates must be in the contract. Car dealers must take responsibility for this. If you are buying from an individual you can make sure it is fully paid for by checking at the county registration office where debts are registered. If there is a debt it may be registered anywhere in Canada and this may be difficult to check. If you find the county where the seller lived when he bought it there should be a record there. Buying anything from an individual you do not know is not a good practice.

Change of Ownership

By law the Ontario Ministry of Transportation and Communications must be notified of the change of ownership of a car within six days. The buyer and the seller are equally responsible for seeing that this is done. Both must sign the application for transfer on the back of the motor vehicle permit. Mail by registered letter or take it personally to the Motor Vehicle Branch (See address Page 100).

Safe Driving

The Demerit Point System

All driving convictions are recorded and you lose a certain number of points for each offence. You may lose as few as two points for making an improper turn or as many as seven for failing to remain at the scene of an accident. There are no demerit points for parking offences. Check the Driver's Handbook for the list of offences which will cost you demerit points.

If you lose six points you will receive a warning letter from the Ministry of Transportation and Communications. If you lose nine points you may be interviewed and given another driver's test. If you lose 15 points within a two-year period your driver's licence will be suspended for 30 days and, when it is returned, you will still have seven points against you. Points are automatically removed from a driver's record two years from the date of each conviction.

There are different offences for which your licence can be taken away for a few weeks, a few months, a few years, or in serious cases, for life. These are listed in the Driver's Handbook. Penalties are severe for leaving the scene of an

accident, dangerous driving, or impaired driving such as driving under the influence of alcohol. If a person drives when his licence is suspended he may be fined or imprisoned.

Accidents

If you are involved in an accident you **must** stop. If you must leave it is a serious offence to do so without obtaining assistance and leaving your name and address and the name and address of the registered owner of the car, if it is not yours, with a police officer, witness or anyone who has suffered a loss or injury.

If the accident results in personal injury or property damage estimated at more than \$200 the nearest municipal or provincial police officer should be notified.

Keep a first aid kit in your car at all times. For information see your Driver's Handbook. Often it is not advisable to move an injured person.

You can get first aid training from the St. John Ambulance Association in cities and larger towns.

Safety Inspection

Police sometimes make spot checks for safety reasons. They stop cars and may ask to see the driver's licence, motor vehicle permit or insurance certificate. They may test the vehicle to make sure it is in working order. An unsafe vehicle can be removed from the highway for public protection.



Automobile Insurance

When you buy automobile insurance your policy can include various kinds of protection.

Public Liability (Bodily Injury and Property Damage)

Every driver should carry this insurance which covers bodily injury to others or damage to other people's property. The injured person might sue for damages and, if you do not have insurance, this might cost you thousands of dollars.

Accident Benefits

This insurance provides coverage for you and your family if injured in an automobile accident. It protects anyone injured in your car and any pedestrian struck by your car. Payments are made regardless of who is to blame for the accident.

Collision

Collision insurance is for damage to your own automobile whether it is your fault or someone else's. Usually, it does not cover the total cost. Small repairs you must pay yourself, so there is a deductible allowance. If this amount is \$100 it means you pay the first \$100 and the insurance company pays the rest. Deductible amounts run from \$25 to \$250. The lower the deductible amount, the more the cost of insurance.

Additional Coverage

You may get comprehensive insurance to protect you against a wider range of risks. It is possible to purchase insurance which will cover fire and theft.

Passengers

A non-paying passenger, such as a friend or a hitchhiker, can claim damages for an accident if it was contributed to by extreme carelessness of the driver.

Sometimes neighbours drive to work together in a car pool and share the cost. The owner of the car should get special insurance for this.

Uninsured Motorist's Fee

If you decide to risk driving without insurance you must pay \$25 to the Motor Vehicle Accident Claims Fund when you get your licence plates. If you are involved in an accident and have no insurance you are still liable. The accident may be paid for by the Motor Vehicle Accident Claims Fund, but your driver's licence may be suspended until you make arrangements to repay the fund.

Motor Leagues and Associations

Many drivers belong to non-profit motor leagues, clubs or associations owned by the members.

If you are a member you can call them day or night whenever you have car trouble. Your membership fee will include the cost of starting a stalled engine, changing a flat tire, delivering emergency gas, oil or water and towing a car to a garage.

If you are charged with a traffic offence you can get legal help from them or advice on insurance claims. They provide the services of a travel agency and their members are covered by personal insurance for traffic accidents.

For further information, ask at a service station.

BECOMING A CANADIAN CITIZEN

Requirements for Citizenship	page 107
The Process	107
Information About Canada	108
Geography	108
History	110
EARLY EXPLORERS	110
FRENCH SETTLEMENT	111
COMING OF THE BRITISH	111
UNITED EMPIRE LOYALISTS	111
DEVELOPMENT OF THE COLONIES	111
CONFEDERATION	111
SETTLEMENT OF THE WEST	112
BECOMING AN INDEPENDENT NATION	112
System of Government	112
FEDERAL, PROVINCIAL AND MUNICIPAL LAWS	113
SELECTING THE GOVERNMENT	113
The People	114
Participating in a Democratic Society	115

BECOMING A CANADIAN CITIZEN

Canadians, whether native-born or by choice, are proud of their country. You, too, may wish to have this feeling of belonging to Canada. In order to make this feeling a reality, you should become a citizen as soon as you can. You will still carry with you your love of your native land but, as a Canadian citizen, you will be able to participate fully in the development of your new homeland.

Requirements for Citizenship

You must be able to prove that you have been admitted to Canada as a landed immigrant.

You must have lived in Canada five years after becoming a landed immigrant and for 12 of the 18 months immediately before you make application. A woman who is the wife of a Canadian citizen can qualify after living only 12 months in Canada.

You must be at least 21 years of age, or the husband or wife of a Canadian citizen with whom you live in Canada.

You must have a reasonable knowledge of English or French. Some exceptions are made for older people and for wives or husbands of Canadian citizens.

You must show that you are a person of good character. You can do this by bringing letters of reference from your employer, bank manager, a religious leader or other reputable citizen.

You must have some knowledge of your responsibilities and privileges as a Canadian citizen. Usually, you are expected to know something of the geography, history and political system.

You must intend to make your home in Canada.

You must swear an oath of allegiance to Queen Elizabeth who is Queen of Canada. This means giving up your former citizenship because your first responsibility is to Canada when you become a citizen.

The Process

The first step is to apply at one of the eight citizenship courts in Ontario or at any provincial court near you. Take with you all documents proving your status as a landed immigrant including your passport, if you have one, and your immigrant landing card. The fee is \$10.

If you live more than 50 miles from a court, write to the Registrar of Canadian Citizenship asking for an application form.

The second step is the hearing which will take place at least three months after you apply. At this time the judge will talk with you to determine whether you should receive citizenship.

Finally, you will be asked to appear for the citizenship ceremony. This is a

public event and others will receive their citizenship, too. There may be speeches of welcome. You will have to swear allegiance after which you will be presented with a certificate of Canadian citizenship.

British subjects can make their application and have their certificates sent to them by mail if they wish.

For any further information, inquire at the nearest citizenship court or write to:

Registrar of Canadian Citizenship
Department of the Secretary of State
130 Slater Street
Ottawa, Ontario



Information About Canada

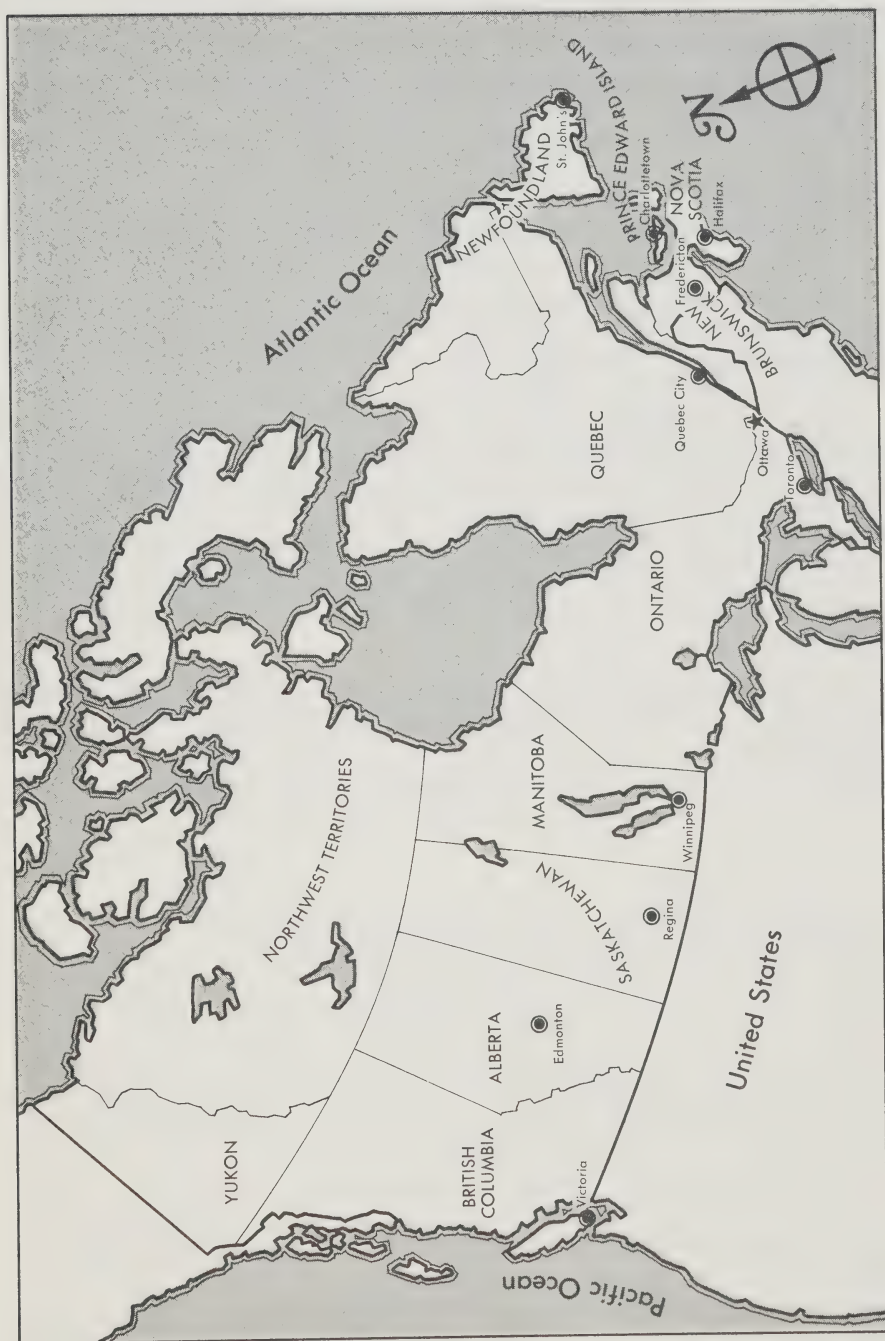
To prepare for citizenship and to be able to participate as a citizen you will need to know something of Canada, its beginnings, its development and how it is governed. Some information is given in this chapter.

Attend any citizenship classes near you. Read the following booklets: Our History; Our Land; Our Resources; Our System Of Government; A Guide to Canadian Citizenship.

These are prepared by the Federal Citizenship Branch of the Department of the Secretary of State. They may be bought at government bookshops. A bookseller may order them for you or you may order them from Information Canada, 221 Yonge Street, Toronto 205, Ontario or 171 Slater Street, Ottawa K1A 0S9.

Geography of Canada

Canada is one of the largest countries in the world, with a land area of 3,582,000 square miles, almost half of this forest. Only eight per cent of the



area is farmed although much more land could be cultivated. There are thousands of lakes and rivers.

Our only neighbour is the United States to the south. Alaska to our north-west is part of the United States. On our west is the Pacific Ocean, to the north the Arctic Ocean and on the east the Atlantic Ocean. From Atlantic to Pacific is 4,000 miles.

In the east, close to the sea, are the Atlantic provinces of Newfoundland, Nova Scotia, New Brunswick and Prince Edward Island. Their main industries are fishing, forestry, mining and farming.

Over half of Canada's people live in the southern parts of Ontario and Quebec. There are many industrial and commercial cities in this area and it is good farming country. In their northern parts the resources are large forests, mineral deposits and plenty of water power.

West of the Great Lakes are the three prairie provinces, Manitoba, Saskatchewan and Alberta. This is flat farming country where plenty of wheat is grown. In Alberta there are also large beef cattle ranches and in the western part of the province the plains give way to the foothills of the Rocky Mountains.

The main part of the Rockies, as these rugged mountains are often called, lies in British Columbia. The mountains are rich in minerals and the fertile valleys are used for fruit growing. Fishing and lumbering are also important industries.

A horseshoe-shaped area about half the size of Canada called the Canadian Shield surrounds Hudson Bay and James Bay. This is rocky, hilly country rich in minerals.

Little grows in the Arctic because the ground below the surface is frozen all year.

History of Canada

Before the Europeans came, Indians and Eskimos were the only inhabitants. They lived in scattered groups, each governing itself.

EARLY EXPLORERS

The first Europeans to reach this continent were probably the Scandinavians. A man named Leif Ericsson reached the east coast of what is now Canada around the year 1,000 A.D. It is likely other Scandinavians made voyages to North America, but none of them settled here.

A few hundred years later, European explorers began looking for a short route to India and China by sailing west. They did not know there was another large continent in their way until Christopher Columbus reached the West Indies.

John Cabot (Giovanni Caboto), a sailor from Genoa and Venice, was employed by King Henry VII of England to find a way to Asia. In 1497 he landed on the east coast of Canada, probably in Newfoundland.

FRENCH SETTLEMENT

Jacques Cartier, a French sailor, made three voyages to Canada, in 1534, 1535 and 1541. He sailed into the St. Lawrence River and went as far as an Indian village called Hochelaga. The City of Montreal now stands on this spot. In 1608 the first French settlement was set up by Samuel de Champlain, another French explorer. It grew into Quebec City.

More settlers from France followed. They settled along the St. Lawrence River and in Acadia in eastern Canada. By this time the British had settled farther south in what is now the United States.

COMING OF THE BRITISH

Both British and French began trading guns, axes, blankets and other articles with the Indians in return for furs. Before long, British and French moved into the same territory, causing conflict between the two.

There were wars between Britain and France for the next 60 to 70 years in Europe and North America. Finally, in 1759 the British, under General Wolfe, captured Quebec from the French, under General Montcalm. Through the Treaty of Paris, which ended the wars, the British won all the known land from the Gulf of Mexico to the Arctic Ocean. At that time there were about 70,000 people in Canada, of whom 60,000 were French.

UNITED EMPIRE LOYALISTS

The American colonies revolted against Britain and won their independence in the American Revolution. Some people living in the colonies fought on the side of the British and became known as United Empire Loyalists. Afterward, many of these people, mainly of British, German and Dutch origin, came to Canada. Some settled in the east, others along the shores of the St. Lawrence River, Lake Ontario and Lake Erie.

DEVELOPMENT OF THE COLONIES

For a time the French part (now Quebec) was called Lower Canada and the British part (now Ontario) Upper Canada. During the War of 1812 - 1814 between Canada and the United States the British and French fought together to keep Canada independent of the United States.

But neither Upper nor Lower Canada was happy with a government in which the elected representatives of the people had little power. In 1837 there was a rebellion, led in Upper Canada by William Lyon Mackenzie and in Lower Canada by Louis Joseph Papineau.

CONFEDERATION

Finally, it was decided to unite the different provinces in a federation and to form one country. This was done in 1867 through the British North America Act passed by the British Parliament. This Act brought together four provinces, Ontario, Quebec, Nova Scotia and New Brunswick into a union under the name of Canada, with the capital at Ottawa. Both English and

French were to be official working languages of Federal Government institutions.

At that time there was little communication between different parts of the country because there were no automobiles or telephones, no radio or television and railroad travel was only beginning. For this reason it seemed wise to leave matters needing close and frequent attention to the provinces.

So Canada was born on July 1, 1867. The first prime minister was Sir John A. Macdonald. The other provinces joined later, and there are now 10, the last being Newfoundland which joined in 1949. In 1967 Canadians celebrated their country's centennial.

In the northwest, where the population is very small, are Yukon Territory and the Northwest Territories. They have small government councils.

SETTLEMENT OF THE WEST

The Canadian Pacific Railway was built to join the east and west parts of Canada and many immigrants came in to settle the western provinces. Many Canadians also moved from east to west.

BECOMING AN INDEPENDENT NATION

During all this time Canada remained a British colony. By a British Act of Parliament in 1931 Canada and several other large British colonies became independent nations. Canada belongs to the British Commonwealth of Nations, countries which have common interest and common ideals. Queen Elizabeth is Queen of Canada as well as Britain and some other Commonwealth nations.

In 1947, the Canadian Citizenship Act was passed, giving Canadians the right to call themselves Canadian citizens. They are also British subjects.

System of Government

Canada is a democracy. This means the people, through elections, choose the persons who form the government and that those government representatives are responsible to them.

Freedom of movement, speech, religion, the press and assembly are basic to democracy and there is strong emphasis on the worth of the individual. Because of this people are able to make their opinions known to government.

Government representatives vote on laws to be passed. The majority rules but the minorities have rights which others must respect. This rule of the majority is followed in our public meetings as well as in government.

The capital of Canada is Ottawa, and Federal Government representatives from all provinces meet there in the Parliament Buildings to make laws by which the country is governed. The capital of Ontario is Toronto. Because the Government of Ontario Legislature is located in Queen's Park, the provincial government is often referred to as Queen's Park.

The Province of Ontario is divided into small units known as municipalities, with governments of their own. The southern part of the province, where the population is heavy, is divided into counties, and the north, where there

are fewer people, into districts. These counties and districts are again divided into townships, except in the far north where there are few people.

Villages and towns have separate governments like the townships and join with them to make up the county council. Large cities have their own municipal governments, completely separate from counties or districts.

FEDERAL, PROVINCIAL AND MUNICIPAL LAWS

You will have noticed that federal laws cover such matters as immigration, citizenship, income tax, unemployment insurance and old age pensions. The Federal Government is also responsible for laws concerned with our relationship with other countries, such as trade agreements and offshore fishing rights.

All criminal laws are made by the Federal Government. These cover such offences as murder, assault, burglary, theft, fraud, selling drugs illegally and serious driving offences. Laws which are not criminal laws are called civil laws.

The Government of Ontario is responsible for most of the laws described in the sections of this booklet dealing with education, health services and social services. It also makes laws governing property, provincial parks, lakes, rivers, highways, the use of highways and many other matters.

Municipal governments make bylaws to deal with matters relating specifically to their own municipalities, such as property taxes, parking, street cleaning, fire protection, garbage disposal, use of parks and maintenance of streets, roads and sewers.

There is also a fourth level of government in Ontario, which is really part of the municipal system. Municipalities which are close together form a regional or a metropolitan council for the purpose of co-ordinating some of their services, such as police and welfare services. The regional or metropolitan council is made up of some of the elected representatives of the member municipalities.

Each level of government has certain powers of taxation. The governments co-operate with each other, but responsibilities are clearly defined to prevent what might otherwise seem to be overlapping. For instance, the Federal Government is responsible for highways going across Canada, a Provincial Government for highways within its province, and a county for county roads. There are different kinds of health and welfare programs, some operated by federal, some by provincial and some by municipal governments.

SELECTING THE GOVERNMENT

Canadians choose their governments by voting at election time.

You must be a Canadian citizen or a British subject to vote in a federal election. British subjects who have been residing in Canada since June 25, 1967, and were at least 20 years old on that date may vote in a federal election. However, after June 26, 1975, everyone will have to be a Canadian citizen to vote in a federal election.

Canadian citizens and British subjects who have resided in Ontario for one year may vote in provincial elections. Canadian citizens from other provinces or

returning from an established residence in another country must have resided in Ontario for at least twelve months prior to a provincial election to vote.

To vote in a municipal election in Ontario you must be a Canadian citizen or other British subject. To vote in a particular municipal election you have to be residing in that municipality at the time the electoral enumeration is carried out.

In municipal elections there are two categories of voters: (1) residents (2) non-resident property owners and tenants and their spouses (an example of a non-resident tenant would be a businessman renting office space in one city but living in another.)

To vote in a federal, provincial, or municipal election in Ontario a Canadian citizen must be 18 years old.

There are several federal and provincial political parties in Canada, the best known being the Progressive Conservative, Liberal, New Democratic and Social Credit. Each chooses candidates for election, that is, people who are willing to be chosen by the people to represent them in Parliament. The country and provinces are divided into small districts known as ridings or constituencies and in each of these several candidates "run" for election. People make their selection from the candidates by voting for one of them. The candidate with the largest number of votes is declared winner.

A representative in the Federal Government is known as an MP (Member of Parliament). A representative in the Provincial Government is an MPP (Member of Provincial Parliament).

The political party which gets most candidates elected forms the government and becomes the party in power. The winning federal party leader becomes the leader of the government and prime minister. In Ontario the winning party leader is called the premier. From the other elected members he chooses his cabinet and they become heads of government departments.

The party getting the second highest number of representatives is known as the opposition. They have a duty to examine, criticize and suggest changes in the laws presented by the government to Parliament.

The Federal Parliament must have an election every five years but may have them more often. Provincial parliaments must have an election every five years but may also have them more often.

The Queen's representative in Canada is the Governor General. He opens Parliament each year and signs all Acts of Parliament but takes no part in political controversy. He performs many of the ceremonial duties of the head of a state.

In Ontario, the Lieutenant Governor is the Queen's representative and his duties are similar to those of the Governor General.

If you live in a city or town, you are represented by an alderman in your municipal government. You will also vote for the mayor. If you live in a village or the country, you will vote for a councillor and reeve. The reeve is head of a village or township council. Municipal elections are always held in December.

Some municipalities hold them each year, some every two years, some every three years.

You also vote for members of your board of education. In some municipalities this is done at the same time as the municipal election, in others, at a different time.

The People

The population of Canada was estimated at time of printing to be about 21,681,000. For many years the people of British origin formed a majority of the population and there was a large minority of persons of French ancestry. The large influx of immigrants is changing this proportion.

It is estimated that the census figures of 1971, when they are available, will show that the British and French groups will each represent about a third of the total, with all other groups making up the remaining third.

French Canadians live primarily in the Province of Quebec although there are many in the Atlantic provinces, particularly New Brunswick, and a good number in northern and eastern Ontario, and Manitoba.

For many years immigrants came mainly from Europe and many settled in the cities and on the land in the west. Newer immigrants include many people from Asia and the West Indies. The largest group of immigrants each year are British. In 1970 Americans formed the second largest group.

There are about 250,000 Indians living on reserves in Canada and another estimated 250,000 Indians and Metis living outside the reserves. Metis are persons of mixed Indian and white ancestry. Indians are finding it impossible to live by hunting and fishing as their ancestors did and many are moving to the cities.

Eskimos number only about 13,000, the majority of whom live in the Northwest Territories and northern Quebec.

Participating in a Democratic Society

Whether you are a Canadian citizen or not there are many ways in which you can take part in the workings of a democratic society.

You can become informed about what is going on in the community by reading the newspapers or by listening to TV or radio newscasts. This helps with learning English too. You can go to meetings of the city or town council and listen to what is going on. You can also sit in the visitors' gallery at the Ontario Legislature in Toronto or the Canadian House of Commons in Ottawa and listen to MPPs or MPs discussing the affairs of our province and our country.

You can write to a newspaper to express an opinion. Even if you are not a citizen you can still make your ideas known to any elected representative.

You may join with other people to express an opinion to government. This group may be concerned about some neighbourhood matter, such as the need for park space, or for a crossing guard on a busy street, or about pollution from

a nearby factory. They may have strong feelings about a provincial matter, such as plans for medical insurance, or a federal matter, such as family allowance or unemployment insurance. This type of action certainly influences the elected representatives. They cannot please everyone, but it helps them to know what people are thinking.

It is hoped you enjoy life in Ontario and that, in the not too distant future, you will take out your citizenship and become a Canadian. We ask you to join with other Canadians in building a happy, prosperous and peaceful country.

SPECIAL GOVERNMENT PROGRAMS FOR IMMIGRANTS

Provincial Citizenship Program	page 117
Reception	117
Language Classes	117
Orientation	118
Inter-group Development	118
Field Service	118
Ministry of Industry and Tourism	119
Selective Employment Placement	119
Federal Citizenship Program	119
Registration of Canadian Citizenship	119
Citizenship Programs	119
Language and Citizenship Classes	119

SPECIAL GOVERNMENT PROGRAMS FOR IMMIGRANTS

In addition to the programs already described there are others conducted especially for immigrants, or of particular interest to them. Two of those described are run by the Government of Ontario and the third is a Federal Government program.

Provincial Citizenship Program

Reception

Immigrants are met at Toronto International Airport by receptionists from the Government of Ontario Citizenship Branch who speak several languages. It is their job to help new arrivals with any problems they may have.

They distribute booklets in several languages containing information immigrants will need during their first few weeks. These booklets are given out, too, by receptionists of the Federal Department of Manpower and Immigration at Dorval Airport near Montreal to immigrants bound for Ontario.

They are also given to Mobility Counselling Services, a voluntary agency which serves newcomers to Toronto, whether immigrant or Canadian. This agency has offices at Union Station and the Toronto airport.

Immigrants who arrive in the province by other means and need immediate help can get it by writing or telephoning the reception service of the Citizenship Branch. See address on page 17.

Language Classes

The work of the Citizenship Branch in providing English language classes for immigrants is described on page 38.

Since 1958 the branch has conducted summer courses on behalf of the Ontario Ministry of Education for teachers of English to immigrants. These courses are designed to acquaint the teacher with the latest methods in the field.

The branch has produced 21 teacher-training films for loan to teachers and organizers, and the branch holds a conference each year for teachers of English as a second language.

The branch also publishes a bulletin TESL Talk for the teachers and a graded language newspaper called Newcomer News for language students. If you wish to receive Newcomer News write or telephone:

The Editor, Newcomer News
Citizenship Branch
Ministry of Community and Social Services
24th Floor
400 University Avenue
Toronto, Ontario
Telephone: 965-4331

Orientation

The purpose of the orientation program is to provide immigrants with information about life in Ontario which will help them in settling here. The program includes various courses and projects operating at the same time and in different places.

This booklet is one of these projects. A larger and more detailed one has been prepared for language teachers and for counsellors who work in organizations which help immigrants with their problems.

Help is given in conducting orientation courses for immigrants. These are held once a week for several weeks. Leaders discuss services such as those described in this booklet and there is an opportunity to ask questions.

Usually these courses are conducted with one ethnic group in their own language. When people from more than one ethnic group attend they are conducted in English.

Orientation courses for mothers of pre-school children has been mentioned on page 38.

A series of half-hour programs on cable TV was begun in October, 1971, to provide useful information to immigrants in their language. These courses are offered in three languages but it is expected they will be made available in more.

Inter-group Development

This program is designed to encourage Canadians of different national, racial and linguistic groups to become acquainted with each other. It encourages communication between government and community groups and helps citizens preserve and develop their individual cultural heritages.

Research is conducted into the relationships, attitudes and values of different groups and on ways of increasing communication between all member groups of our society.

This program is not planned for the newly-arrived immigrant but rather national societies made up largely of well established immigrants.

Field Service

There are Citizenship Branch field officers in Toronto, Hamilton, Ottawa, Thunder Bay and Windsor. They carry out programs of the Citizenship Branch tailored to the needs of their particular community.

For further information regarding any of these programs contact one of the field offices of the Citizenship Branch.

Hamilton	20 Hughson Street S.	527-4553
Ottawa	1 Nicholas St., 11th Floor	236-2391
Thunder Bay	Station "P", Box 988	345-6579
Toronto	400 University Avenue 24th Floor	965-2285
Windsor	717 Quellerie Avenue	252-1191

Ministry of Industry and Tourism

The Ontario Ministry of Industry and Tourism has a Selective Placement Section to provide information and assistance to Ontario employers who find it hard to obtain experienced and specialized workers particularly suited to their needs. These may be recruited from other countries.

The department also provides information and assistance to unemployed workers in Canada, whether native-born or immigrants, to find employment where they can use their special skills.

Its office in Britain gives detailed information and advice on working and living conditions in Ontario. It assists Ontario employers wishing its service by recruiting and selecting workers, and in co-operation with the Canadian immigration department, arranging for their documentation and travel to Canada.

If you are a skilled worker with a knowledge of English and looking for employment this ministry may be able to help you. Be sure to write or telephone for an appointment before coming to the office:

Selective Placement Section
Ministry of Industry and Tourism
6th Floor, Hearst Block
900 Bay Street, Toronto 182
Telephone 965-5331

Federal Citizenship Program

Registration of Canadian Citizenship

The Citizenship Branch of the federal Department of the Secretary of State is responsible for granting citizenship. The process is described in the chapter on Citizenship.

Citizenship Programs

This branch also operates a number of programs to assist groups, whether immigrant or native-born, to carry out projects which will encourage good citizenship or better understanding among different groups in Canada. This it does by means of advice or financial grants. These programs are:

Citizens Cultures which offers support to ethnic organizations wishing to develop the culture of their country of origin within the Canadian context;

Citizens Participation which provides assistance to projects developed by citizens for the purpose of improving the life of their community;

Citizens Rights and Fundamental Freedoms which encourages organizations desiring to help preserve individual liberties in Canada;

Travel and Exchange which makes possible a better understanding of Canada and its peoples through travel to different parts of the country by groups of citizens.

Language and Citizenship Classes

The language and citizenship classes described in the chapter on Education are carried out mainly by provincial governments and boards of education, because education is a provincial responsibility.

The Federal Government also has a responsibility in this area and through its Citizenship Branch pays half the cost of language and citizenship instruction for immigrants in all provinces where such classes are held. It also pays the total cost of textbooks in Ontario and in most other provinces.

Further information about these may be obtained from the nearest office of the federal Citizenship Branch. Offices are located in Ontario in the cities of Ottawa, Toronto, Hamilton, London, Sudbury and Thunder Bay. Look for them in the telephone book under Government of Canada, Citizenship.



APPENDIX

This appendix provides some general information on matters which immigrants are likely to encounter in their daily living.

Statutory Holidays

There are seven days which we recognize by law (statute) as holidays in Canada and every worker is entitled to these. They are:

New Year's Day	— January 1
Good Friday	— The Friday of Easter week
Victoria Day	— The Monday before May 24 The day on which the Queen's birthday is celebrated.
Dominion Day	— July 1, our national holiday
Labour Day	— The first Monday in September
Thanksgiving	— The second Monday in October
Christmas Day	— December 25

Some employers give other holidays but it is not compulsory. These may be:

Easter Monday	— The Monday of Easter Week
Civic Holiday	— The first Monday in August
Boxing Day	— The day after Christmas

Time

In Canada time is told by the 12-hour clock. Time from midnight to noon is distinguished by the letters a.m. (ante meridian) and from noon to midnight by the letters p.m. (post meridian). The time from midnight to noon is the same as on a 24-hour clock. Below are a few times provided for comparison.

24-hour clock	12-hour clock
01.00	1.00 a.m.
05.00	5.00 a.m.
10.28	10.28 a.m.
12.00	12 noon
13.00	1.00 p.m.
17.00	5.00 p.m.
22.28	10.28 p.m.
24.00	midnight

There are a few exceptions. Airlines, railways and buses use the 24-hour clock, so do the Canadian Armed forces.

Because Canada is so big there are seven time zones. Ontario is in the Eastern zone. The table below indicates what time it is in other zones when it is 12 noon in Ontario.

Newfoundland	1:30 p.m.
Atlantic	1:00 p.m.
Eastern	12:00 noon
Central	11:00 a.m.
Mountain	10:00 a.m.
Pacific	9:00 a.m.
Yukon	8:00 a.m.

Daylight Saving Time

From May to September, in order to make better use of summer daylight, most cities and towns move their clocks one hour ahead of their standard time and use Daylight Saving Time. However, some towns, villages and many rural areas remain on their standard time all year.

Currency

100 cents (ϕ) = one dollar (\$1)

Coins

1 ϕ — sometimes called a penny
 5 ϕ — known as a nickel
 10 ϕ — a dime
 25 ϕ — a quarter
 50 ϕ — a half dollar

Paper money is in bills worth \$1, \$2, \$5, \$10, \$20, \$50, \$100, \$1,000.

Weights and Measures

As yet, Canada does not use the metric system, except for scientific work.

Weights

1 oz = 28.3495 grams
 16 ozs = 1 pound (lb) = 453.59 grams
 100 lbs. = 1 hundredweight (cwt) = 45.359 kilograms
 2000 lbs. = 1 ton

(One pound is a little less than $\frac{1}{2}$ kilo. A kilo is $2\frac{1}{5}$ pounds)

Long Measure

1 inch = 2.54 centimetres (cm)
 12 inches (in) = 1 foot (ft.) = 30.48 cm.
 3 feet = 1 yard (yd.) = 91.44 cm.
 5½ yards (yd.) = 1 rod (rd.) = 502.92cm.
 1760 yards = 1 mile (mi.) = 1.609 kilometre (km)

A yard is a little less than a metre.

A mile is a little more than $1\frac{1}{2}$ km.

Square Measure

144 square inches	= 1 sq. ft.	= 929.03 sq. cm.
9 square feet	= 1 sq. yd.	= .836 sq. metre
30¼ square yds.	= 1 sq. rd.	
160 square rods	= 1 acre	
.386 of a sq. mile	= 1 sq. kilometre	

The acre is used for measuring lands and is equal to .404 hectare. Approximately 2½ acres equal 1 hectare.

Fluid Measure

1 pint	= .568 litre	
2 pints (pts.)	= 1 quart (qt.)	= 1.136 litres
4 quarts (qts.)	= 1 gallon(gal.)	= 4.546 litres

A pint is a little more than ½ litre.

Dry Measure

2 pints	= 1 quart	= 1.136 kilograms
4 quarts	= gallon (gal.)	= 4.546 kilograms
2 gallons	= 1 peck (pk)	= 9.092 kilograms
4 pecks	= 1 bushel (bu.)	= 36.37 kilograms

One bushel is a little less than 36½ kilograms.

Heat

Canada uses the fahrenheit rather than the centigrade measure, although centigrade is now being used in many hospitals for taking temperatures. You can buy a thermometer with both centigrade and fahrenheit readings on it.

To convert fahrenheit to centigrade subtract 32 and multiply by 5/9.

To convert centigrade to fahrenheit multiply by 9/5 and add 32.

	Atmospheric Temperature		Body Temperature	
	Centigrade	Fahrenheit	Centigrade	Fahrenheit
Boiling point of water	100°	212°	42°	107.6°
	60	140	41.5	106.7
	40	104	41	105.8
Room Temperature	20	68	40.5	104.9
			40	104
Freezing point of water	0	32	39.5	103.1
	—20	— 4	39	102.2
	—30	—22	38.5	101.3
			38	100.4
			37.5	99.5
			*37	98.6
			36.5	97.7
			36	96.8
Body temperature*				



We are living in exciting times in Canada and I am pleased that more than half of those who seek a new life in our young country look to Ontario as the province of opportunity.

The contributions of these immigrants both in skills and cultural enrichment greatly enhance the vigour and vitality of our province.

To help newcomers adjust to their new surroundings as quickly and easily as possible, the Ontario Government has initiated a variety of special programs ranging from an airport reception service, orientation and English classes, to Citizenship instruction. This booklet, available in English, French, Italian, Portuguese, Greek, Serbo-Croatian, Chinese, Spanish and German, is an important part of these special programs.

It is my hope that through this booklet, newcomers to Ontario will come to a better understanding of the many special services and programs which have been developed to meet the needs of our people. To present a complete picture, *Ontario and You* includes a description of services of interest to newcomers provided by all three levels of government, federal, provincial and municipal, as well as those programs offered by private agencies.

Please accept my very best wishes for success and happiness in Ontario.

William G. Davis,
Premier of Ontario.



Ontario